



**Summary of Americans with Disabilities Act (ADA) – Section 504
Review of Accessibility of County of San Luis Obispo Programs,
Services, Activities, Facilities and Parks**

**Americans with Disabilities Act (ADA) Title II
Section 504 of the Rehabilitation Act of 1973**



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San Luis Obispo, CA 93408**

**Prepared by
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in Collaboration and Assistance with the County of San Luis Obispo**

EXECUTIVE SUMMARY

Project Focus

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the County of San Luis Obispo has completed a comprehensive continuum of activities to comply with accessibility requirements. As evidenced by ongoing and prior activities, the County of San Luis Obispo has demonstrated its commitment to complying with the tenets of Title II of the Americans with Disabilities Act, and other federal and state statutes and regulations to provide access to County programs, services and activities for persons with disabilities.

The County of San Luis Obispo contracted with Disability Access Consultants (DAC) to conduct a review of County buildings, facilities and parks to develop a County of San Luis Obispo ADA Self-evaluation and Transition Plan in accordance of Title II of the ADA. The study included accessibility requirements for the Americans with Disabilities Act (ADA) Title II, Title 24 of the California Building Code, Caltrans requirements, California Manual on Uniform Traffic Control Devices (CAMUTCD) and the Public Right-of-Way Accessibility Guidelines (PROWAG). County staff has conducted an in-house assessment of the County owned and maintained public rights-of-way.

Collaborative Approach

The County of San Luis Obispo ADA Title II Transition Plan for County buildings, facilities and parks was prepared by Disability Access Consultants (DAC), with the collaboration and assistance of County of San Luis Obispo staff and input by other interested individuals and community members. Under the direction and leadership of Margaret Mayfield, Associate Capital Projects Coordinator, the County of San Luis Obispo and DAC engaged in a cost effective and collaborative approach to update the County of San Luis Obispo ADA Self-evaluation and Transition Plan. The approach included DAC completing the surveys of the County buildings, facilities and parks and placing the data in the DACTrak accessibility management web based software. The County conducted an in-house assessment of their public rights-of-way. The County, under consultation by DAC, has also advertised and collected public input for inclusion in the transition plan and will continue to review of policies, procedures and practices. The collaborative approach resulted in significant savings for the County.

COMPLIANCE ACTIVITIES

ADA Coordinator

As required by Title II of the ADA, the County of San Luis Obispo has designated an employee to oversee and implement the ADA barrier removal/transition plan. Bonnie Monzel (formerly John Schwind) was appointed to serve as the ADA Coordinator to oversee and implement the ADA plan in addition to resolving complaints and concerns regarding accessibility by persons with disabilities. Ms. Monzel (formerly Mr. Schwind) and County staff will implement the Americans with Disabilities Act (ADA) Self-evaluation of programs, services, activities and events of the County of San Luis Obispo and the updated ADA transition/barrier removal plan for County of San Luis Obispo County buildings, facilities, parks and public rights-of-way. Margaret Mayfield was the facilitator and primary contact person for the County of San Luis Obispo ADA Self-evaluation and Transition Plan.

Public Notice

The County has posted a public notice regarding the identity of the ADA Coordinator and notice of rights afforded to persons with disabilities.

Survey of County Buildings, Parks and Public Rights-of-Way

DAC conducted comprehensive accessibility surveys of County buildings, facilities and parks. Detailed measurements were taken along with photographs of each noncompliant item, area or element. Field data was entered into the DACTrak accessibility management web based software as it was collected in the field.

Using the features available in the DACTrak software, the County is able to generate compliance assessment reports that provide the following information:

- A description of the non-compliant physical element
- Identification of the reason(s) a physical element is considered non-compliant
- Applicable federal and state accessibility code references that apply to the element
- Digital photographs of the non-compliant physical element
- Summary and detail aerial maps depicting the location of the non-compliant physical element, which are able to be exported into an ArcGIS file format
- Recommended method to bring the item into compliance
- A construction cost estimate when applicable
- A list of compliant elements found for each facility

Transition/Barrier Removal Plan

The transition/barrier removal plan identifies the noncompliant barrier that may deny access to goods and services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of “structural” barriers.

As the County recognizes that ADA compliance is an ongoing process, information collected during the field surveys is contained in a web based accessibility management program that allows the County to document barrier removal, print progress reports and further prioritize the plan. As required by the ADA, noncompliant findings regarding physical barriers that may deny access for persons with disabilities are documented in the County of San Luis Obispo ADA Transition/Barrier Removal Plan.

The findings and recommendations for the County buildings, parks and public rights-of-way that were inspected are contained in the DACTrak Accessibility Management Software. The DACTrak software program provides the County with a tool to update its plan, document progress, estimate costs and schedule barrier removal. Different report formats can be printed from the DACTrak Accessibility Management Software provided by Disability Access Consultants.

The County is currently completing the projected schedule for barrier removal and is considering a variety of factors to assist with and assign priorities for barrier removal.

DACTrak Accessibility Management System

Selected County staff were trained regarding the use of the web based DACTrak system to manage and implement the County’s transition plan. County staff were trained regarding the availability of report formats, such as a progress report, by site reports and by element reports.

Opportunities for Input

The County implemented the recommended process of preparing and developing methods for the public to provide input regarding the development of the plan. Methods used included surveys for staff and the public to offer opportunities for public input, notices on the website and postings in County facilities. A compilation of the responses received are included as an appendix to the overall ADA Self-Evaluation and Transition Plan Update. Although the advertised window requesting responses has ended, the County will continue to encourage and welcome the public and staff to contact the ADA Coordinator with any comments in the future as that information will assist to County to identify priorities and prepare the schedule for barrier removal.

Future Compliance Activities

The County is currently developing methods and procedures to update and maintain the current plan, budget funds, schedule, implement, document, and monitor barrier removal activities. The County is

also developing internal oversight procedures and methods to monitor new construction to verify that the work completed is compliant with accessibility standards.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the County of San Luis Obispo is in the process of prioritizing barrier removal and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

The County presently budgets for the ongoing maintenance of accessible items and elements. The County recognizes that ADA compliance is ongoing and requires the maintenance of accessible features in addition to new construction. The County has documented evidence of ongoing compliance efforts.

The County has prepared a twenty (20) year priority matrix for barrier removal that includes 32 groupings. In order to classify barrier removal into a certain grouping, the County considers the "Facility Priority", such as high public use, high use by persons with disabilities and planned remodeling, along with the severity of the barriers from high to low. The groupings correspond with budgeting for the next twenty (20) fiscal years.

Prioritization can be further customized in DACTrak based upon different factors and variables. Some of the factors for assigning additional priorities include, but are not limited to: funding, scheduled and planned facility and public works projects, remodeling and renovations, complaints regarding accessibility, accommodations for persons with disabilities, staff input, public input, risk management issues, changes in budgets, litigation and prevalence of use by persons with disabilities. Some priority levels may overlap due to program accessibility needs or combination with another project. For example, a threshold that is too high may be related to the removal or remodeling of a doorway.

Implementing Compliance Recommendations

The County of San Luis Obispo has demonstrated an ongoing commitment to provide equal access to its programs, services and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts and involvement of the community. The County continues to embrace a concept of full and equal access for all of the people it serves.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the County of San Luis Obispo has continued to prioritize and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

Implementation of the recommendations in the Self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public. Consideration may be given to focusing on:

- Establishing and publishing online grievance procedures and policies.
- Standardization and publishing online procedures for requesting an accommodation.
- Standardization of all public notices, announcements, and agendas to include who to contact when requesting an accommodation.
- Continuation of staff training in areas of accessible alternate formats, employee accommodations, disability etiquette, ADA/504 and related civil rights legislation, emergency evacuation procedures of persons with disabilities, and service animals.
- Ongoing mitigation efforts for improving website accessibility.
- Maintaining an ongoing barrier removal implementation plan while documenting progress.
- Establishing proactive methods for reviewing accessibility of current and future potential leased sites.

- Establishing methods for reviewing ADA compliance and accessibility during the design and construction phases of new and/or altered facilities.

A copy of the Self-evaluation and Transition Plan is available from the ADA/504 Coordinator. The report will be made available in accessible formats as requested.

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The County of San Luis Obispo ADA Title II Self-evaluation has been prepared by Disability Access Consultants, with the collaboration and assistance of County of San Luis Obispo staff and input by other interested individuals and community members.

Ms. Margaret Mayfield, Associate Capital Projects Coordinator, served as the primary contact and facilitator for the Americans with Disabilities Act (ADA) Self-evaluation of programs, services, activities and events of the County of San Luis Obispo and the updated ADA transition/barrier removal plan for County of San Luis Obispo buildings, facilities, parks, and parking lots.

Ms. Bonnie Monzel (formerly Mr. John Schwind) is designated as the Americans with Disabilities Act (ADA) and Section 504 Coordinator for the ADA/504 Self-evaluation and Transition Plan.

A copy of the Self-evaluation and Transition Plan is available from the ADA/504 Coordinator. The report will be made available in accessible formats.

Disability Access Consultants (DAC)
(800) 743-7067

Purpose of the County of San Luis Obispo ADA/504 Self-evaluation and Transition Plan

The purpose of the County of San Luis Obispo Americans with Disabilities Act (ADA) Title II and Section 504 Self-evaluation is to document the results of the County of San Luis Obispo's review of access to programs, services, activities, events, facilities, parks, and parking lots by individuals with disabilities in order to determine if any discriminatory or potentially discriminatory practices, policies or procedures exist. This report contains findings and recommendations based on the review of the County of San Luis Obispo.

As evidenced by this study and update, the County of San Luis Obispo is committed to complying with the tenets of Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973 (504), and other federal, state statutes and regulations to provide access for persons with disabilities. The update further serves to demonstrate the ongoing compliance efforts by the County.

The County of San Luis Obispo has demonstrated a commitment from the highest level of leadership with coordination of compliance activities and involvement of persons with disabilities and methodologies for compliance procedures. As evidenced in the ADA/504 Report, the County of San Luis Obispo understands that the ADA/504 Compliance Plan is not a static document, but requires ongoing implementation and periodic updates.

Background

The ADA and Section 504 of the Rehabilitation Act requires state and local governments, such as city and county governments (referred to as public entities in this document) to ensure that their facilities, public rights-of-ways, policies, procedures and practices are accessible and do not discriminate.

In addition to the Department of Justice (DOJ), the Federal Highway Administration's (FHWA) Americans with Disabilities Act (ADA) and Section 504 program plays an important role to ensure that pedestrians with disabilities have an equal opportunity to use the transportation system in an accessible and safe manner.

As part of FHWA's regulatory responsibility under Title II of the ADA and Section 504 of the Rehabilitation Act of 1973 (504), the FHWA is required to ensure that recipients of Federal aid and State and local entities that are responsible for roadways and pedestrian facilities do not discriminate on the basis of disability in any highway transportation program, activity, service or benefit they provide to the general public; and to ensure that people with disabilities have equitable opportunities to use the public rights-of-way system. Furthermore, laws and regulations require accessible planning, design, and construction to integrate persons with disabilities and that the public entity does not discriminate.

As Caltrans is a recipient of federal funds and cities, counties and other public entities are subrecipients of the flow through funding, public entities are required to demonstrate their compliance with the ADA and Section 504 of the Rehabilitation Act. A component of the requests is the development of a comprehensive ADA/504 Self-evaluation and Transition Plan.

Section 504 of the 1973 Rehabilitation Act (Public Law 93-112) prohibits discrimination on the basis of disability in federally assisted programs. Section 504 requirements for USDOT administrations are covered under 49 CFR Part 27 (USDOT), Nondiscrimination on the Basis of Disability in Programs and Activities Receiving or Benefiting from Financial Assistance. The Americans with Disabilities Act (ADA, 1990, Public Law 101-336) is a broader civil rights statute that prohibits discrimination against people with disabilities.

The Department of Justice (DOJ) has rulemaking authority and enforcement responsibility for Title II, while USDOT is legally obligated to implement compliance procedures relating to transportation, including those for highways, streets, and traffic management. The Federal Highway Administration (FHWA) Office of Civil Rights oversees the DOT requirements in these areas.

In order to ensure compliance, Caltrans conducts reviews to ensure that:

- FHWA recipients and subrecipients are informed of their responsibilities to provide accessibility in their programs, activities, facilities and public rights-of-way
- Recipients and subrecipients are in compliance with the ADA and Section 504

- Recipients and subrecipients are applying appropriate accessibility standards to all public rights-of-way and transportation facilities
- All complaints filed under Section 504 or the ADA are processed in accordance with established complaint procedures

Prior ADA Self-Evaluation and Transition Plans

The 2016-2017 study that was completed by Disability Access Consultants updates and/or augments selected accessibility surveys and studies that were conducted previously. For example, the County of San Luis Obispo's Public Works Department recently performed a survey update of the County's Public Rights-of-Way. The prepared report was created in October of 2014 and is available on the County's website. This report references prior Self-evaluation and transition plan reports that were prepared in 1996 for County facilities, programs and services, and an updated report in 2000 that included public rights-of-ways.

Dates of Self-Evaluation and Transition Plans

The ADA self-evaluation and transition/barrier removal plans are being prepared using information and input that was collected between October 2016 and March of 2017. As the County understands the commitment for regular updates and annual reports, the County will continue to update its plan on a regular basis.

ADA Self-evaluation and Transition Plan

To further the County's commitment to provide programs, services and activities in a nondiscriminatory manner for individuals with disabilities, the County is conducting an updated Americans with Disabilities Act (ADA) and Section 504 Self-evaluation of programs, services, activities, parks and facilities.

The updated ADA/504 Self-evaluation provides a current benchmark for accessibility efforts by the County and provides an updated framework for implementation. The current study also incorporates recent updates in the ADA, California Building Code, Caltrans and accessibility trends.

The Self-evaluation of policies, procedures and activities has been conducted under the direction of Ms. Margaret Mayfield, Associate Capital Projects Coordinator of the County of San Luis Obispo. Disability Access Consultants (DAC) was contracted to conduct a comprehensive survey of all County buildings, parks, parking lots, and other facilities. The goal of the County is that all potential physical and programmatic barriers for accessibility are identified and removed.

The County has also performed an evaluation of County owned and maintained public rights-of-way using direct County staff.

Regular Self-Evaluation Updates

The County understands that the ADA/504 plan is a living, on-going document and requires regular updates to keep it current. In its continuing efforts to maintain compliance, the County has several mechanisms in place to provide for an ongoing update of the Self-evaluation. The County's designated ADA/504 Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA, Section 504 and related accessibility standards and regulation. The County also has the use of web based accessibility management software called DACTrak to document and track the findings and the implementation of the plan, including progress reports.

As public input is important to develop and prioritize the plan, the County has conducted extensive public outreach as described in the public outreach portion of this document. It is recognized that input from stakeholders is a valuable component of an updated, usable and realistic plan.

Updates may also be necessitated by changes in the ADA, the California Building Code, PROWAG or MUTCD. An example is the recent court case regarding on-street parking. Another example is the FHWA and memorandum clarifying what is maintenance and what is an alteration.

Classification of the County of San Luis Obispo

The County of San Luis Obispo is classified as a “public entity” pursuant to Title II of the Americans with Disabilities Act which applies to state and local governments. A public entity covered by Title II is defined as:

- 1) Any State or local government;
- 2) Any department, agency, special purpose district, or other instrumentality of a State or local government; or
- 3) Certain commuter authorities as well as AMTRAK.

As defined, the term "public entity" does not include the Federal Government. Title II, therefore, does not apply to the Federal Government, which is covered by sections 501 and 504 of the Rehabilitation Act of 1973. Title II is intended to apply to all programs, activities, and services provided or operated by State and local governments. As Section 504 of the Rehabilitation Act applies to programs or activities receiving Federal financial assistance, the County understands that compliance with Section 504 is required.

Title II of the ADA covers programs, activities, and services of public entities. Title II is divided into two subtitles. This study focuses on subtitle A of Title II, which is implemented by the Department of Justice's Title II regulation. Subtitle B, covering public transportation, and the Department of Transportation's regulation implementing that subtitle, are not addressed in this study. The County has performed a survey and incorporated findings from their self-survey of their public rights-of-way. In accordance with the ADA and Section 504, public rights-of-way are considered programs, services and activities of the public entity.

Subtitle A, the focus of the County of San Luis Obispo self-evaluation, is intended to protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It additionally extends the prohibition of discrimination on the basis of disability established by section 504 of the Rehabilitation Act of 1973, as amended, to all activities of State and local governments, including those that do not receive Federal financial assistance. By law, the Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under section 504, and incorporates specific prohibitions of discrimination from the ADA. Section 508 standards for website accessibility are also incorporated into the study.

Focus of the Updated County of San Luis Obispo ADA Self-Evaluation

Barriers that deny or limit access to programs, services or activities may be structural or nonstructural. Nonstructural barriers may be due to policies, practices or procedures that may inadvertently limit, segregate or discriminate against individuals with disabilities.

The focus of the County of San Luis Obispo ADA/504 Self-evaluation and Transition Plan targets access to the County’s programs, services and activities in nonstructural or programmatic areas as defined by Title II of the ADA and Section 504 of the Rehabilitation Act. Structural barriers are referenced in the transition plan by site and are contained in detail in individualized Transition/Barrier Removal reports of sites inspected and are available from the ADA Coordinator and in the DACTrak Accessibility Management System. It is important to note that some structural barriers may be addressed by using a programmatic methodology if they did not involve new construction or new remodeling and renovation. Findings, recommendations and other pertinent information from the study have been loaded into the web based DACTrak Accessibility Management System developed by Disability Access Consultants (DAC) and licensed to the County of San Luis Obispo.

Location of Self-Evaluation

The ADA/504 Self-evaluation and Transition Plan is maintained and made available for public inspection by the County’s ADA Coordinator, Bonnie Monzel (formerly John Schwind). The ADA/504 Self-evaluation and Transition Plan is available in alternate formats, as requested. Accommodations are also made by the County as requested.

Designated ADA/504 Coordinator

Ms. Bonnie Monzel (formerly Mr. John Schwind) is designated as the ADA/504 Coordinator for the County of San Luis Obispo. The address and contact information for the ADA/504 Coordinator is:

Bonnie Monzel, ADA Coordinator
County of San Luis Obispo
1055 Monterey Street, Ste D-250
San Luis Obispo, CA 93408
Phone: (805) 781-5959
bmonzel@co.slo.ca.us

The County offers alternate methods and accommodations to provide access to review or provide input into the County's plan.

Requests for information from the ADA/504 Coordinator can be sent by email, phone, mail, and fax. The ADA/504 Coordinator currently does not have a direct TTY number, but uses the California relay system. Information is available in alternate formats upon request.

Requests for copies or information about the County of San Luis Obispo ADA/504 Self-evaluation and Transition Plan can be obtained from the ADA/504 Coordinator.

Self-Evaluation Format

Information collected during the self-evaluation process is reported by areas and categories, not individually by departments. This Self-evaluation provides an overall summary and profile of findings and recommendations. Findings and recommendations for potential physical barriers are found in the web based DACTrak software program. DACTrak has photographs of barriers, GIS information, findings, recommendations, estimated costs and other information. Custom reports and transition plan information can be generated from DACTrak to monitor and track the implementation of the plan.

General Information about the County of San Luis Obispo

San Luis Obispo County, officially the County of San Luis Obispo, is a county located in the U.S. state of California. As of the 2010 census, the population was 269,637. The county seat is San Luis Obispo.

San Luis Obispo County (locally, SLO County) comprises the San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area. The county is located along the Pacific Ocean in Central California, between Los Angeles and the San Francisco Bay Area.

Father Junipero Serra founded the Mission San Luis Obispo de Tolosa in 1772 and the Mission is today an active part of downtown San Luis Obispo (popularly referred to as SLO or SLO-town). The small size of the county's communities, scattered along the beaches, coastal hills, and mountains of the Santa Lucia range, provides a wide variety of coastal and inland hill ecologies to support many kinds of fishing, agriculture, and tourist activities.

The mainstays of the economy are California Polytechnic State University with its almost 20,000 students, tourism, and agriculture. San Luis Obispo County is the third largest producer of wine in California, surpassed only by Sonoma and Napa Counties. Wine grapes are the second largest agricultural crop in the county (after strawberries), and the wine production they support creates a direct economic impact and a growing wine country vacation industry.

The town of San Simeon is located at the foot of the ridge where newspaper publisher William Randolph Hearst built the famed Hearst Castle. Other coastal towns (listed from North to South) include Cambria, Cayucos, Morro Bay, and Los Osos -Baywood Park. These cities and villages are located northwest of San Luis Obispo, and Avila Beach and the Five Cities to the south: Arroyo Grande, Grover Beach, Oceano, Pismo Beach and Halcyon. Nipomo, just south of the Five Cities, borders northern Santa Barbara County. Inland, the cities of Paso Robles, Templeton, and Atascadero lie along the Salinas River, near the Paso Robles wine region. San Luis Obispo lies south of Atascadero and north of the Five Cities region.

County Organization, Departments, Committees

Organization and Departments

The main County of San Luis Obispo departments and divisions include:

- Board of Supervisors
- County Administrator
- Agricultural Commissioner
- Planning & Building
- Public Works
- Child Support Services
- County Fire
- District Attorney
- Emergency Services
- Probation
- Sherriff / Coroner
- Health Agency
- Social Services
- Veteran’s Services
- Airports
- Farm Advisor
- Library
- Parks & Recreation
- Administrative Office
- Assessor
- Auditor / Controller / Treasurer / Tax Collector
- Clerk / Recorder
- County Counsel
- Central Services
- Human Resources
- Information Technology

Methodology for Self-Evaluation

A County of San Luis Obispo staff member was designated to provide oversight representation and direction regarding the study of County programs, services, activities and events. Ms. Margaret Mayfield, Associate Capital Projects Coordinator, was designated as the County staff member to serve as the County contact for the ADA/504 Self-evaluation.

Several methods were used to provide comprehensive input regarding the public’s accessibility to programs, services and activities offered by the County, including:

- Review of policies, procedures and other documents
- Survey of facility users
- Survey for program and site administrators
- Survey of organizations representing individuals with disabilities
- Review of the previous efforts by the County
- Visits to selected sites
- Inspection of County of San Luis Obispo sites, facilities, parks, parking lots and other areas
- Information posted on the website
- Public postings and notices requesting input at County locations in conspicuous locations
- Public input-phone calls, meetings and input during training sessions

Relevant policies, procedures and documents are continually being reviewed. Data is being collected regarding programs, services and activities for compliance with the requirements of Title II of the ADA and Section 504 of the Rehabilitation Act. Surveys have been distributed as one measure to determine the level of ADA/504 compliance within the organization. Public postings and notices were displayed in County locations asking for input in the study.

Transition/Barrier Removal Plan

The term “transition plan” comes from the terminology in the 1990 Americans with Disabilities Act (ADA) that describes how public entities would be “transitioning” into compliance during the initial timelines set forth in the Act (1992 to 1995). The term barrier removal plan is used in addition to the term transition plan, as public entities are no longer transitioning into compliance during the three years set aside in the law. The transition/barrier removal plan identifies the noncompliant barrier that may deny access to goods and services, the proposed method to remove the barrier, the identity of the responsible person to oversee the implementation of the plan and the projected schedule for barrier removal of “structural” barrier. The self-evaluation, on the other hand focuses on programmatic barriers that may deny access to programs services and activities. The two plans work congruently to remove the structural and programmatic barriers.

Public entities, such as the County of San Luis Obispo, are required to provide access to County programs, services and activities for the recipients of services. Thus, the County must provide access for individuals with disabilities and document areas of noncompliance. Documentation is incorporated into the plan as barriers are removed. Plans are updated, for example, as the County acquires additional properties, remodels facilities or removes properties from its inventory list.

Survey of Facilities and Parks

The following facilities have been inspected by Disability Access Consultants:

ARROYO GRANDE

- PA-35 SOCIAL SERVICES OFFICE
- PA-37 MENTAL HEALTH
- PA-38 MENTAL HEALTH
- PAB01 VETERANS HALL (INCL. ANCILLARY BLG)
- PAC00 SLORTA & SCT
- PAC01 SO. COUNTY REGIONAL CENTER/Chamber of Commerce
- PAC02 ARROYO GRANDE LIBRARY
- PAC05 SO. COUNTY REGIONAL CENTER- AG COMM MODULAR
- PMA40 LOPEZ DAM & WATER TREATMENT PLANT

ATASCADERO

- PB-08 SOCIAL SERVICES OFFICE
- PB-18 SOCIAL SERVICES OFFICE
- PB-23 SOCIAL SERVICES
- PB-25 DRUG & ALCOHOL SERVICES
- PB-26 SOCIAL SERVICES
- PB-27 SOCIAL SERVICES
- PB-28 DRUG & ALCOHOL SERVICES CLINIC
- PBE55 DRUG & ALCOHOL SERVICES
- PBE57 ATASCADERO LIBRARY (Clerk Rec. on 2nd Flr)
- PNR01 MORRO TORO FIRE STATION
- PBG01 COUNTY HEALTH SERVICES & MAINTENANCE BLDG

AVILA BEACH

- PDA04 AVILA VALLEY FIRE STATION

CALIFORNIA VALLEY / SIMMLER

- PZC02 CA VALLEY FIRE STATION (CDF)
- PZ-07 SIMMLER LIBRARY
- PZC09 SIMMLER/CARISSA ROAD YARD SECTION-2

CAMBRIA

- PGC04 NEW CAMBRIA LIBRARY
- PGE45 JOSLYN CENTER AND BOWLING GREEN
- PGE46 PINEDORADO GROUNDS/LIONS CLUB

CAMP SAN LUIS

- PI-02 CAMP SAN LUIS OBISPO FIRE STATION

CAYUCOS

- PK-04 CAYUCOS LIBRARY

COUNTY OPERATIONAL CENTER

- PIC02 BUILDING 1200, MAINTENANCE
- PIC03 BUILDING 1201, MAINTENANCE STORAGE
- PIC04 BUILDING 1202
- PIC05 SHERIFF DETECTIVES BUILDING
- PIC07 SHERIFF STORAGE BUILDING
- PIC17 FLEET SERVICES
- PIC18 FLEET SERVICES
- PIC19 PUBLIC WORKS (Bldg 1204)
- PIC20 MAIN JAIL & FEMALE JAIL
- PIC22 WEAPON FACILITIES
- PIC23 COMMUNICATIONS BLDG
- PIC24 PW ROAD YARD, SECTION 3
- PIC25 FUEL FACILITY
- PIC30 ANIMAL SERVICES
- PIC31 HONOR FARM
- PIC32 MAIN JAIL ADDITION (WEST JAIL)
- PIC34 JSC MODULAR (NEXT TO MAIN BLDG)
- PIC35 JUVENILE SERVICES CENTER (JSC)
- PIC36 EOC/EOF BUILDING
- PIC38 STORAGE-AG COMM
- PIC39 OES JOINT MEDIA CENTER
- PIC40 WOODS HUMANE SOCIETY (Land Lease)

CRESTON

- PZ-01 CRESTON LIBRARY
- PZA01 CRESTON COMMUNITY CENTER
- PZA03 CRESTON FIRE STATION

GROVER BEACH

- PLC04 DRUG & ALCOHOL SERVICES
- PLC05 GROVER BEACH HEALTH DEPARTMENT
- PLC06 GROVER BEACH HEALTH DEPT - MODULARS

LOS OSOS – BAYWOOD

- PE-03 CAL FIRE- SOUTH BAY TRAINING CENTER; BLDGS A,E,F,G,H
- PEN01 LOS OSOS LIBRARY
- PEN03 OLD SCHOOLHOUSE (So. Bay Comm. Park)
- PEN04 RED BARN (So. Bay Comm. Park)
- PEN10 SOUTH BAY COMMUNITY CENTER
- PEN11 LOS OSOS ROAD YARD
- PEN15 SHERIFF SUBSTATION

MORRO BAY

- PN-04 MORRO BAY LIBRARY
- PN-22 DEPT. OF SOCIAL SERVICES
- PNL02 MORRO BAY CLINIC- MAIN BLDG
- PNL02 MORRO BAY CLINIC- MODULAR

NIPOMO

- PO-15 SOCIAL SERVICES NIPOMO OFFICES
- PO-17 SHERIFF REPORT WRITING STATION
- POB22 NIPOMO LIBRARY
- POB23 NIPOMO SENIOR CENTER
- POB30 DANA ADOBE (HISTORIC)
- POE01 MESA FIRE STATION

OCEANO

- PP47 SENIOR CENTER
- PP-48 OCEANO SHERIFF SUBSTATION
- PPD-5 OCEANO LIBRARY (Lease-Lucia Mar Schl Dist)
- PPD01 OCEANO AIRPORT (terminal ,hangars)
- PPD02 AIRPORT EMPLOYEE RESIDENCE

PASO ROBLES

- PR-18 OAK SHORES CDF STATION (NACIMIENTO)
- PR-21 SOCIAL SERVICES
- PR-23 DRUG & ALCOHOL
- PR-24 DRUG & ALCOHOL
- PR-25 PASO ROBLES DSS BUILDING 2
- PR-26 PASO ROBLES DSS BUILDING
- PRA39 MODULAR OFFICE-PW
- PRA46 AG STORAGE
- PRA47 NORTH COUNTY SHOP-FLEET
- PRB01 MERIDIAN CDF STATION
- PRC01 HERITAGE RANCH - CDF STATION

- PRE33 PUBLIC HEALTH AGENCY
- PRE35 PARTNERSHIP FOR CHILDREN
- PRE36 VACANT LOT

SAN LUIS OBISPO

- PT-82 San Luis Transitional Care
- PT-90 MENTAL HEALTH/YOUTH SERVICES
- PT-92 SOCIAL SERVICES
- PT-106 DEPT OF CHILD SUPPORT SERVICES
- PT-109 SOC SERVICES- CAL WORKS
- PT-112 COUNTY EMPLOYEE PARKING LOT
- PT-117 COUNTY VEHICLE PARKING LOT
- PT-120 BEHAVIORAL HEALTH/MARTHA'S PLACE
- PT-121 DRUG AND ALCOHOL
- PT-124 SHERIFF-CORONER
- PT-125 MENTAL HEALTH SERVICES ACT
- PT-126 PROBATION
- PT-128 PARKING
- PTA85 VETERANS BUILDING
- PTB01 OLD COURTHOUSE
- PTB02 COURTHOUSE ANNEX
- PTB03 NEW COURTHOUSE
- PTB07 PUBLIC WORKS/CENTRAL SERVICES
- PTB10 KIMBALL BLDG/Various Depts
- PTB20 NEW GOVERNMENT CENTER
- PTD92 GRAND JURY BUILDING
- PTE01 SLO CITY/COUNTY LIBRARY
- PTF51 MENTAL HEALTH SERVICES
- PTF53 CASA LOMA (PROBATION BLDG)
- PTF54 CASA LOMA MODULAR
- PTF55 CHILD DEVELOPMENT CENTER
- PTF66 HEALTH AGENCY
- PTF67 HEALTH ANNEX BUILDING
- PTF70 OLD WAREHOUSE (ADOBE)
- PTF71 WAREHOUSE RECORDS STORAGE
- PTF? HEALTH CAMPUS MODULAR BLDG
- PTN10 AIRPORT SITE
- PTN11 AIRPORT TERMINAL
- AIRPORT RESTAURANT (SPIRIT OF SAN LUIS)
- PTN28 NEW EDNA VALLEY FIRE STATION/AIRPORT
- PTO66 PUBLIC HEALTH DEPT
- PTO67 AG. COMM/FARM ADVISOR/ENV. HEALTH
- PTR01 SOCIAL SERVICES

SAN MIGUEL

- PU01 COMMUNITY CENTER

- PU02 SAN MIGUEL LIBRARY
- PUG24 RIOS-CALEDONIA ADOBE

SANTA MARGARITA

- PM-30 BOOSTER STATION
- PVA01 COMMUNITY BUILDING
- PVA02 LIBRARY MODULAR & OLD JAIL

SHANDON

- PZ06 SHANDON COMMUNITY BUILDING
- PZ-16 SHANDON LIBRARY
- PZ-17 COUNTY FIRE STATION
- PZB03 CW CLARKE PARK SENIOR CENTER (Log Cabin)

SHELL BEACH - PISMO BEACH

- PSC-12 SHELL BEACH PUBLIC LIBRARY

TEMPLETON

- PWA01 VETERANS BUILDING
- PWA05 NO. COUNTY REGIONAL CENTER
- PWA06 SHERIFF STATION
- PWA07 AG COMM OFFICES

Findings

The County of San Luis Obispo has demonstrated its ongoing commitment to enhance its accessibility to County programs, services and activities by conducting an Americans with Disabilities Act (ADA/504) Self-evaluation and transition/barrier removal plan.

The findings and recommendations for the County buildings, parks and parking lots that are were inspected have been loaded into the DACTrak Accessibility Management Software. The DACTrak software program provides the County with a web based tool to update its plan, document progress, estimate costs and schedule barrier removal. DACTrak allows the user to prioritize in a variety of methods. Different report formats can be printed from the DACTrak Accessibility Management Software provided by Disability Access Consultants.

The County has prepared a twenty (20) year priority matrix for barrier removal that includes 32 groupings. In order to classify barrier removal into a certain grouping, the County considers the “Facility Priority”, such as high public use, high use by persons with disabilities and planned remodeling, along with the severity of the barriers from high to low. The groupings correspond with budgeting for the next twenty (20) fiscal years.

Survey of Public Rights-of-Way

In 2017, the County performed an updated survey of County owned and managed public rights-of-way to include the removal of any barriers to accessibility in the County’s sidewalks, curb ramps, crosswalks and intersections into the overall Transition Plan.

Findings

The County’s survey included 1,030 curb ramps, approximately 60% of which were found to meet compliant standards. The County’s plan prioritizes replacement or modification of noncompliant curb ramps near public buildings as the highest priority, second are those in commercial areas and third in residential areas.

The County will be able to incorporate some of the upgrades to curb ramps and pedestrian signals into planned asphalt overlay and surface treatment projects already scheduled in the County’s Pavement Management Plan.

Recommendations

The County should maintain or develop methods and procedures to update and maintain a current plan, budget funds, schedule, implement, document, and monitor barrier removal activities.

The County should develop internal oversight procedures and methods to monitor new construction to verify that the work completed is compliant with accessibility standards.

Funds should be allocated for ADA projects and removal of ADA/504 and Title 24 barriers to accessibility, in addition to components of the Public Rights-of-Way Accessibility Guidelines (PROWAG) and the California Manual on Uniform Traffic Control Devices (CMUTCD).

Notice to the Public of the Self-Evaluation

Public notices of the Self-evaluation process and study were posted in conspicuous locations throughout the County. A copy of the notice is located in Appendix A.

Summary of Findings and Recommendations

This section of the Self-evaluation contains findings by Disability Access Consultants about the extent to which the County of San Luis Obispo's policies and practices provide access to the County's programs, services and activities. It will also include recommendations by Disability Access Consultants.

The results from the ADA/504 Self-evaluation will demonstrate not only the commitment by the County to provide access to County programs, services and activities, but the overall compliance by the County of San Luis Obispo.

Noncompliant findings regarding physical barriers that may deny access for persons with disabilities are documented in the updated County of San Luis Obispo ADA/504 Transition/Barrier Removal Plan that is detailed in the DACTrak Accessibility Management Program. Access to the DACTrak reports is available from the County of San Luis Obispo ADA/504 Coordinator.

Designation of ADA/504 Coordinator

The regulations implementing the ADA/504 require any public entity with fifty or more employees to designate at least one employee to coordinate ADA/504 compliance (28 CFR §35.107(a)).

Findings

The County has a designated ADA/504 Coordinator to oversee the development, implementation and monitoring of the ADA/504 Self-evaluation and Transition Plan. Per the *Notice under the Americans with Disabilities Act* on the County's website, the County has designated Bonnie Monzel (formerly John Schwind), Risk Manager, as the ADA/504 Coordinator.

The County has posted the identity of the ADA/504 Coordinator on the County website and in selected County buildings.

Recommendations

Information regarding the identity of the County's ADA/504 Coordinator should continue to be provided to staff, posted at all County locations, incorporated into new employee orientation packets, and placed in frequently used publications, on the website and in staff and public directories.

It is recommended that the County continue to publish the name, address, e-mail address and phone numbers of the County of San Luis Obispo ADA/504 Coordinator in appropriate public notices, brochures, pamphlets and other documents frequently distributed to the general public. Publications should also include the TDD/TYY and/or the California relay phone number.

At the time of the ADA/504 Self-evaluation the ADA/504 Coordinator did not have a designated and posted TDD/TTY number.

Posting of Identity of ADA/504 Coordinator and Notice of Rights

Federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA/504 coordinator (28 CFR §35.107(a)).

In addition, Section 35.106 requires a public entity to disseminate sufficient information to applicants, participants, beneficiaries and other interested persons to inform them of the rights and protections afforded by the ADA/504. Furthermore, in providing for notice, the County must comply with the requirements for effective communication in Section 35.160.

Findings

The identity of the ADA/504 Coordinator as well as the address, phone number, and email address were noticed and posted at the commencement of the study. The notice of the rights afforded individuals with disabilities along with the method to request an accommodation are found on the County's website.

Recommendations

The County should provide ongoing notice of the identity of the County of San Luis Obispo ADA/504 Coordinator on its website and in frequently used publications or documents accessed by the general public and by recipients of programs, services and activities.

The notice may also be provided in newspaper advertisements, on applications, at program sites, in program handbooks, in regular mailings, on legal notices, on radio announcements, in requests for proposals/qualifications, on facility use agreements, and in contracts.

The notice should include the name, title, address and phone numbers of the ADA/504 Coordinator. The notice should include a TDD/TTY number and/or California Relay number to ensure equally effective communication. Although not required, it is recommended that the notice include the e-mail address for the ADA/504 Coordinator.

Notices should be posted in conspicuous locations on a regular basis.

Information regarding the requirement to post the identity of the ADA/504 Coordinator, notice of rights in accordance with the ADA/504 and related information should be sent to each department by the ADA/504 Coordinator or other appropriate official. A standard notice should be given as an example. Each department could add specific information applicable to the provision of programs, services and activities.

Posting and notice requirements should be updated if the identity of the ADA/504 Coordinator changes or if more than one ADA/504 Coordinator is designated.

Statement of Accommodations on Public Notices

Statements of accommodations should be available on public notices and agendas. The County is required to provide Title II information in alternative formats to ensure that that information is accessible to people with disabilities.

Findings

The County Board of Supervisors agendas contain a reference statement directing persons wanting information on accommodations under the Americans with Disabilities Act to a brochure found at the Board Chambers.

There is no statement of accommodation found on recent agendas for Planning Commission meetings, Airport Land Use Commission meetings, Assessment Appeals Board meetings and City Selection Committee meetings.

Recommendations

It is recommended that a statement of accommodation be included on all Board of Supervisors, Commissions and Department meetings that are open to the public.

A sample of an ADA/504 compliance statement that may be included on a County of San Luis Obispo Board of Supervisors agenda is:

“In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the County Clerk. Notification 48 hours prior to the meeting will enable the County to make reasonable arrangements to ensure accessibility to this meeting. “

Another sample statement may include the following statement with the phone and TDD/TTY numbers:

“Individuals who need auxiliary aids and or services for effective communication or to participate in programs and services of the County of San Luis Obispo are invited to make their needs and preferences known to the ADA/504 Coordinator or the alternate Contact Person. This notice is available in accessible alternate formats from the ADA/504 Coordinator.”

The County is commended for including audio and video files of past meetings on their website to view after a meeting has occurred. The video files are also able to be downloaded for viewing offline at the convenience of the viewer. These audio and video files are included in addition to an option for persons who are unable to attend the meetings to view them in real time.

Statement of Nondiscrimination

All public entities are required to provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA (26 CFR §35.106).

Findings

A nondiscrimination notice was easily found on the County’s Website using a link titled “Disability Access” from the Home page. The ADA Compliance Information states the identity of the County’s ADA/Section 504 Coordinator, along with a link to the ADA Grievance Form and the 2014 public rights-of-way transition plan update.

The County of San Luis Obispo career opportunities web page, as well as each job description, also contains the following statement of reasonable accommodation.

“Federal and State laws require employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment. You may call 805-781-5959 for assistance.”

Recommendations

Nondiscrimination statements should be posted on frequently used publications for the public.

A sample nondiscrimination notice should also be utilized. A notice, such as the following sample, could be utilized:

“The County of San Luis Obispo does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The County does not discriminate on the basis of disability in its hiring or employment practices. Questions, concerns, complaints or requests for additional information regarding the Americans with Disabilities Act may be forwarded to the County’s ADA/504 Coordinator (provide contact information).”

Policies, practices and procedures for nondiscrimination should refer to members of the public, in addition to employees, and address nondiscrimination in regards to access to all programs, services and activities for individuals with disabilities and not be limited to employment. The County should consider adopting a general nondiscrimination policy for access to programs, services, activities, applicants and employees.

Statements of nondiscrimination should be included on selected publications, brochures describing programs, services and activities offered by the County, new employee materials, recruitment materials; publications and frequently used forms and documents.

Departments should be directed to include the statement in selected publications, documents and forms.

Contracts and vendors that provide printing and publication services should be notified of required statements, required font and required contrast for accessible publications.

The new employee orientation packet and volunteer information should include a statement of nondiscrimination by the County in regards to the public's access to programs, services, activities, recruitment and employment.

Input into the Self-Evaluation Process

The regulations which implement the ADA require public entities to provide an opportunity to interested persons and organizations to participate in the Self-evaluation process. For three years after completion of the Self-evaluation, the public entity must keep records of any problems identified (28 CFR §35.105).

Findings

The County of San Luis Obispo utilized several methods to solicit input and provide opportunities for public input into the County plan. Methods included public input surveys made available in hard copy format at several high public use County facilities such as the County Government Center and Libraries. A notice that surveys designed for San Luis Obispo program and facility users and for organizations representing individuals with Disabilities is provided on the County's website. Surveys for input from organizations who serve persons with disabilities were mailed to organizations in the County requesting comments and feedback. In addition to formal surveys, the phone number, email address and mailing address of the County of San Luis Obispo ADA/504 Coordinator is posted publically offering several further methods for citizens to offer comments.

Recommendations

The County may also wish to conduct periodic customer satisfaction surveys or gather input from recipients of services as an ongoing activity. An additional emphasis may include outreach activities to collect and integrate input from individuals with disabilities and organizations representing individuals with disabilities on an ongoing basis.

Grievance/Uniform Complaint Procedures

A public entity that employs fifty or more people must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR §35.107(b)).

Findings

The County of San Luis Obispo's home page contains a link to a Disability Access information page. There, users can access the County's ADA Grievance Procedure which includes the name and contact information for the ADA Coordinator. The procedure contains information with options for grievants to submit a complaint by either mail, fax, in person or to call.

Recommendations

The Grievance Procedure includes information that is requested to be included in the complaint, however it would make it easier for the grievant submitting the complaint to provide the needed information to the County if there was a form available for a grievant to complete. The form asking for specific information would help ensure that the County receives needed information to investigate and resolve a complaint within the stated timelines.

The County Planning Department has developed a uniform Section 504 Complaint Form which asks for specific information to be provided regarding a Section 504 Complaint. A similar form should be made available online for ADA Grievances.

The County should make efforts to inform staff and the public of the existence of the County's ADA/504 Coordinator, grievance procedures, the steps for handling grievances, and the County policies for remediation of grievances.

Information regarding complaint procedures should be readily available to members of the public in addition to employees and applicants. Procedures should outline the steps needed to resolve a complaint.

Grievance procedures should be a part of the new employee orientation packet.

Grievance procedures should be available in accessible alternate formats.

A method to collect data and collect a profile of complaints should be developed. The status of the complaint and the time from complaint to resolution should be documented to assist with interventions and staff development to reduce or eliminate repeated complaints.

Complaint procedures and forms should be available at all County buildings and in all departments.

The County might consider the centralization of complaint handling to assist with the tracking of complaint resolution. A centralized database and analysis of types and locations of complaints may also assist with developing profiles to assist with targeting quality control and training measures. Centralized record keeping of such information will help the County to regularly update its compliance efforts, and plan for additional compliance implementation for training and budget considerations.

The County's Planning Department uses as Section 504 Complaint Log to track complaints, their status and resolution. A similar log or database could be implemented for use by all departments County-wide.

The ADA/504 Coordinator or designated staff can develop updated reports based on a profile of concerns or complaints to determine the needs for proposed training materials, agenda items, and proposed budget expenditures.

Procedures should continue to be developed, implemented and institutionalized to provide consistency for complaint resolution and record keeping.

Grievance procedures should also provide an alternate point of contact other than the ADA/504 Coordinator.

Access to Programs, Services and Activities

A public entity may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect (28 CFR §35.130(b)(3)).

Findings

County programs, services and activities are being reviewed and none are found to be discriminatory. Public input will also be sought regarding access to programs, services and activities to help identify any perceived discrimination.

Recommendations

The ADA/504 Coordinator should continue to monitor and receive information regarding concerns or issues about access to programs, services and activities and take the appropriate action regarding any potential discriminatory practices for persons with disabilities.

County Policies

Findings

County policies, procedures and practices were reviewed and none are found to be discriminatory.

Recommendations

The County should continue to provide programs, services and activities that include individuals with disabilities.

The ADA/504 Coordinator should continue to monitor programmatic access.

Additional and ongoing training should be provided regarding the requirements of the Americans with Disabilities Act and accommodations that provide equal access to programs, services and activities.

Meetings and events open to the public should be held in buildings that meet accessibility requirements, or in the accessible portion of the building with accessible elements that serve the area where the meeting or event is held. For example, parking, restrooms and drinking fountains that serve the area where the meeting and event is held should also be accessible.

Information regarding the facility should include information regarding accessible features and elements of the site. For example, accessible parking, accessible restrooms and other items and elements should be indicated on documents and on the website. Indicating accessible paths of travel and accessible entrances also provides valuable information for individuals with disabilities. A contact number and email address should be provided for additional assistance.

Eligibility Criteria

Public entities cannot use eligibility criteria that tend to exclude or screen out persons with disabilities (28 CFR §35.130(b)(8)).

Findings

No discriminatory practices were noted regarding eligibility criteria for program access.

Recommendations

Program eligibility criteria should be reviewed as the policies are drafted or modified to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.

The County should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

Accommodations to Access Programs, Services and Activities

The ADA/504 prohibits public entities from excluding persons with disabilities from programs, activities or services offered by the public entity. The law allows a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services and activities (28 CFR §35.150(a)(1); (b)(1)).

Findings

A search for reasonable accommodations policies and regulations on the County website resulted in multiple policies available from departments such as Housing and Human Resources (Employment).

The County Board of Supervisors and County committee agendas include the following statement regarding requests for accommodations for compliance with the ADA/504.

“Please refer to the information brochure located in the back and outside of the Board Chambers for additional information regarding accommodations under the Americans with Disabilities Act, supplemental correspondence, and general rules of procedure.”

Recommendations

Information about how to request accommodations should appear on all public notices, announcements and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations requirement.

The County should provide training for staff and volunteers regarding accommodations for individuals with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting and accommodating individuals with disabilities.

Additional training materials and videos should be purchased or developed to assist with training efforts.

Currently, individuals requesting ADA/504 Accommodations are directed to contact the County’s ADA/504 Coordinator, Bonnie Monzel (formerly John Schwind), by phone, fax or email. The County of San Luis Obispo does not post an ADA/504 Accessibility Request form (Form ADA-1) on their website. This form should be available using several methods and should be available in an alternate format. The ADA/504 Coordinator should maintain records of requests, concern and comments and the status and method to resolve the concerns.

Citizens requesting ADA/504 Accommodations specifically for participation in a County Meeting are directed to contact the County Clerk by phone with their request.

The County should assist departments with planning and budgeting for selected accommodations, such as large print, cassettes, cd-roms, Braille materials, etc.

A centralized method for producing alternate formats may provide a cost savings and reduce the timelines for the production of alternate formats.

Equally Effective Communication

Public entities must ensure that applicants, participants and members of the public with disabilities have communication access that is equally effective as that provided to persons without disabilities (28 CFR §35.160(a)).

Auxiliary Aids and Services

Findings

Per the Notice under the Americans with Disabilities Act, the County does have selected auxiliary aids and services available to persons with disabilities.

Recommendations

The County should provide staff training and information regarding auxiliary aids and effective communication to employees and volunteers.

The County's policy directives should require equally effective communications for programs, services and activities provided for the public by the County of San Luis Obispo.

The County could purchase a portable indoor-outdoor assistive listening system that could be checked out from the ADA/504 Coordinator on an as-needed basis. Information should be sent to departments regarding the availability of assistive listening systems.

Interpreter Services

Findings

Interpreter services are generally handled individually by departments.

Recommendations

Interpreters should be provided as determined through the request for accommodation process or in circumstances where an interpreter is known to be required. The County may want to inquire about a contract for County-wide interpreter services for departments to utilize as needed to provide a quicker response at a lower cost.

The County must ensure that those individuals utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.

The County may consider the use of a video relay interpreter system to augment the current contract and arrangements for interpreters.

Telecommunications Devices for the Deaf

Findings

TeleType/Telecommunications Device for the Deaf (TTY/TDD) numbers were not found to be available in some departments, County publications, website pages or in staff or service directories. The County utilizes the California Relay service of 7-1-1, and does not have a dedicated TTY/TDD number.

Recommendations

All staff responsible for responding to incoming telephone calls should be trained in the proper use and protocol of TDD/TTYs. Information and training should be provided on an ongoing basis.

The County should install additional telecommunications devices for the deaf (TTY/TDD) phone lines in several areas or purchase a network compatible system that would reside on the server.

Departments with high public use should purchase a unit or a network system. The County might consider the purchase of a network PC compatible TTY/TDD system that would allow individual computers to be networked and access TTY/TDD calls, instead of purchasing separate TTY/TDD units that require a dedicated line. The advantages of the networkable system are allowing the user to transfer calls, conduct conference calls and utilize voice mail.

Employees who communicate with the public should become familiar with the use of TDD/TTY communications and how to maintain the TDD/TTY in an operable condition. The development of TDD/TTY help sheets noting abbreviated words commonly used in TDD/TTY communications would be helpful to staff when communicating via TDD/TTY. Posting the help sheet near TDD/TTY's would also be helpful to the user.

Procedures should be developed and institutionalized to ensure that TDD/TTY and other communication devices are maintained in working and operable order at all times.

The County may wish to purchase additional back up TDD/TTYs for replacement, in the event that permanently located TDDs may be temporarily out of commission.

Publication of all TDD/TTY numbers must be provided in program literature, in phone directories and on selected publications.

Website

There are three levels of website accessibility recognized by the World Wide Web Consortium (W3C). The standards are referred to as Web Content Accessibility Guidelines 2.0 (WCAG 2.0). Websites for Title II entities such as the County of San Luis Obispo are required to comply with WCAG 2.0 Level AA. Level AA requirements include all minimum standards of Level A as well.

Findings

The County website was found to be reasonably compliant regarding website accessibility to meet WCAG 2.0 AA protocols.

Only a few errors were found on the selected pages reviewed. The types of errors discovered were mostly missing alternate text for buttons and images and "empty links" meaning that the target of the link would not be identified to users of screen readers. The document language was also not identified on the selected pages.

Recommendations

The County should add the document language to each page on their sites. Identifying the language of the page allows screen readers to read the content in the appropriate language. It also facilitates automatic translation of content.

The County should attempt to add suitable text descriptions to links, buttons and images and continue to monitor its website accessibility.

The County should ensure that the website vendor/contractor provide a compliant website and issue a statement of accessibility.

Alternate Formats

Findings

Statements of accommodations do not specify to persons with disabilities that alternate formats are available and it is not known what alternate formats may be available for public documents.

Recommendations

The County should consider a method to centralize a department, possibly connected to information services or printing, that would provide documents and materials in alternate accessible formats. The centralized approach to developing and maintaining alternate accessible formats may be more cost effective and timely.

The County should continue to provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats.

The County should produce accessible alternate formats for high use areas where the probability for a request for an alternate format is high. Examples include provision of audiocassettes, large print, information sent via e-mail, screen readers, Braille, and pictograms.

Public meeting broadcasts should be captioned and interpreters made available when requested.

It is recommended that the County consider contracting out selected services to organizations that have the ability to develop Braille documents for brochures, pamphlets, applications, documents and other public information written in text.

Availability of Online Information and Services

Information regarding County of San Luis Obispo programs, services and activities should be available in alternate formats to assist individuals with disabilities.

Findings

The accessibility of County of San Luis Obispo information, meetings, agendas and minutes is significantly enhanced due to the online availability of documents for meetings that are upcoming and archived. The County's website has links to view Board of Supervisors meetings in real time as they are held, in addition to an electronic file archive of meetings in both video and audio-only formats.

Recommendations

Public notices regarding meetings and other methods for input should have a statement of accommodations that includes who to contact for an accommodation. A TTY/TDD number should also be included. Meetings and videos should be captioned. The methods for submitting information should also be expanded to include a method for online input in addition to appearing in person and submitting written comments.

Terminology

County publications should be reviewed to see if the word "handicapped" is used. The words "individuals with disabilities" or "persons with disabilities" should replace "handicapped". The term "disabled person" should also be avoided. Information regarding acceptable terminology in "people first language" should also be provided to County staff. Publications should be updated as they are reprinted.

Several County departments provided copies of materials that is provided to their staff to ensure that correct practices are followed and appropriate terminology is used when providing services to persons with disabilities.

It is recommended that the ADA/504 Coordinator disseminate information regarding acceptable terminology to be utilized by departments and agencies.

Staff Training

On-going compliance with the ADA/504 can only be achieved if County staff and officials receive ongoing and updated training about the rights of persons with disabilities and the obligations of public employees under the ADA/504. Although training is not required by the ADA/504, training regarding the requirements of the ADA/504 is recommended.

Findings

There was evidence of training materials and documents provided within the County. DAC is also available to provide accessibility related training for administrative and facilities staff.

Recommendations

The County should continue to provide ongoing training regarding the ADA/504 and related civil rights legislation and requirements for facilities, public rights-of-way and outdoor recreation standards. Suggested training topics should include, but are not limited to:

Recommended for all County Staff

- Requirements of the ADA/504 for the County of San Luis Obispo
- Individuals with Disabilities
- Acceptable Terminology and Expressions
- Noncompliance Consequences
- Accessible vs. Compliant
- Barriers – Programmatic or Physical
- Special Events
- County of San Luis Obispo Responsibilities
- Notice of the ADA/504 Coordinator
- Individuals with Disabilities Participation
- Use of County Facilities By Organizations and Individuals
- Accessible Websites
- Volunteers
- Staff Development

Additional Recommendations for Administrative Staff

- Providing Services for Individuals with Disabilities
- Accessible Locations for Meetings
- Events & Voting
- Auxiliary Aids and Services
- Notice and Rights Posted for individuals with disabilities
- TDD/TTY
- Assistive Listening
- Grievance Complaint Procedures
- Statement of Accommodations
- Reasonable Accommodations
- Statement of Accommodations
- Effective Communication
- Alternate and Accessible Formats

Additional Recommendations for Facilities Staff

- Leased Sites
- Construction & Remodeling
- Maintenance of Accessible Features
- Community Donation and Construction Projects

The County should provide staff training in additional formats other than a classroom session, if needed. Training methodologies could include videos (captioned) that could be viewed at the training or checked out by departments and agencies.

Additional training videos should be purchased and maintained for checkout, or borrowed from a variety of agencies, such as the Department of Rehabilitation.

Handouts and training materials should be prepared, if needed, in alternate accessible formats.

The ADA/504 Coordinator should continue to provide or coordinate additional ADA/504 training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

Findings

County employee documents include a Reasonable Accommodation Policy and statement of nondiscrimination. The County’s new hire packet also describes the general procedure for filing a grievance

of any kind. No mention of reasonable accommodations or non-discrimination was found on the volunteer program information or online applications.

Recommendations

The County should add or maintain information as to the identity, title, address, phone number and e-mail address of the ADA/504 Coordinator to new employee orientation and volunteer information. The County should also add a statement of accommodation and nondiscrimination in its volunteer information or applications.

The County should develop training materials and videos for new employees and volunteers regarding information and requirements of Title I and Title II of the ADA and Section 504. Materials could also be offered on providing accommodations for individuals with disabilities.

Outreach Materials and Activities

The ADA/504 does not specifically state how a public entity provides for accessibility to the County's programs, services and activities. One method is to disseminate information in a variety of locations and formats to enhance the access to programs, services and activities of the County.

Findings

The County provided multiple methods for residents, visitors, employees and volunteers to provide public input in the County's Transition Plan. Surveys were made available online and in hard copy format to allow multiple methods of obtaining the survey for response. Targeted surveys were also provided to organizations in and around the County requesting input and comments, as well as a program and facility administrators survey distributed to County staff.

The County has performed prior outreach activities to collect public input for similar projects such as Fair Housing. Methods included public announcements, public meetings and online surveys which resulted in significant response.

Recommendations

As the County will always benefit from ongoing interaction with the public in regards to accessibility, organizations representing individuals with disabilities and areas with an increased population of individuals with disabilities could be targeted for input regarding additional methods to disseminate information regarding programs, services and activities of the County.

The County should consider including additional pictures and references to individuals with disabilities in publications, brochures and materials.

In County publications, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility (ISA). For example, accessible restrooms and routes can be designated on the website, on maps and in publications.

Distribution and Location of Publications

Publications, documents and brochures are required to be accessible for individuals with disabilities.

Findings

Most publications, brochures and documents were displayed in departments and areas that were accessible for individuals with disabilities. Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.

Recommendations

Provide information to departments regarding the placement of brochures, pamphlets and information in accessible locations and in accessible containers or displays for individuals with disabilities. Providing the staff responsible for informational displays in County departments the requirements for reach ranges and clear floor space to access publications would be helpful.

Counters and areas that are lowered for access by individuals with disabilities should be maintained and kept clear of display and work items.

Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services or activities accessible to persons with disabilities. (28 CFR §35.130(f)).

Findings

There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services and activities.

Recommendations

The ADA/504 Coordinator should continue to randomly review policies and practices to ensure that fees and surcharges are not charged to individuals with disabilities that are not charged to individuals without disabilities.

Emergency Evacuation Procedures

The County is required to plan to meet the needs of persons with disabilities in an emergency and provide access to emergency shelter services.

Findings

The County of San Luis Obispo website contains a large amount of Emergency Preparedness information and plans for a variety of natural and man-made disasters. Included in the material for registration on an Evacuation Assistance List for individuals who would require special evacuation assistance due to a disability or medical need. The County's website designates locations of Congregate Care Centers to be used as shelter in emergencies. A provision should be noted to allow service animals and training should be provided to shelter staff to understand the difference between pets and service animals. Information regarding each plan is available on the website or from County staff. The County's website also includes the locations that persons who need transportation to evacuate can meet busses that will take them to shelters. Persons with disabilities who need assistance are instructed to call a designated number for help to evacuate.

Emergency evacuation routes are posted at the majority of the sites inspected.

Recommendations

The County should provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

The County should make sure that evacuation routes and procedures continue to be posted at all County sites in accordance with ADA/504 regulations.

All staff should be made aware of the location of the posted evacuation routes within their facilities.

The County should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.

Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to be designated as an evacuation shelter. Noncompliant findings for designated shelters will be found in the County of San Luis Obispo ADA/504 Transition/Barrier Removal Plan.

Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities.

The County should continue to provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

The County should make sure that evacuation routes and procedures continue to be posted at all County sites in accordance with ADA/504 regulations.

All staff should be made aware of the location of the posted evacuation routes within their facilities.

The County should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.

The County should consider the development of a voluntary registry for individuals that may need additional assistance.

Shelters should be surveyed to determine that they are accessible for individuals with disabilities prior to be designated as an evacuation shelter. Noncompliant findings for designated shelters can be found in the County of San Luis Obispo ADA/504 Transition/Barrier Removal Plan.

Designated evacuation shelter sites should also be inspected on a regular basis to determine that the shelter continues to be accessible for persons with disabilities.

Organizations Representing Persons with Disabilities

The ADA/504 does not require the County staff or teams to directly participate with organizations representing persons with disabilities. The County of San Luis Obispo, however, has an opportunity to network and develop collaborative partnerships with individuals and organizations representing persons with disabilities. Through the network, partnerships, and the County of San Luis Obispo ADA/504 Committee, the County has provided an additional mechanism for public input to ensure that current and future programs, services and activities are accessible.

Findings

Information regarding the representation of individuals with disabilities on committees was not available.

Recommendations

The County should continue to include individuals with disabilities on committees and advisory boards.

Policies for the Use of County Facilities

Findings

The County's Department of Parks and Recreation has a dedicated website with an online application tool for the reservation of County recreation facilities. The description of the facilities mention accessibility at several sites, but there is no policy for inclusion or nondiscrimination.

Recommendations

The County should consider the inclusion of a nondiscrimination clause in their picnic and facility rental policy. The inclusion of nondiscriminatory language in policy and on forms would help ensure that outside groups and organizations would agree to abide by all applicable local, state and federal laws and County policy regarding nondiscriminatory practices during the utilization of County facilities. The policy should include mention that service dogs are allowed in parks where pets are prohibited, as appropriate.

The County should also make the application form available in alternate formats, and offer additional methods to submit the application other than solely by online form.

Facilities Leased by the County

Under Title II of the ADA, the County is responsible for providing access to its programs, services and activities in both owned and leased facilities.

Findings

Noncompliant findings for leased spaces can be found in the County of San Luis Obispo ADA/504 Transition/Barrier Removal Plan.

Recommendations

The County should review the accessibility of sites that are and may be leased in the future prior to engaging in a lease or renewal, and establish a procedure for a pre-lease inspection.

When considering a leased space, the ADA/504 Coordinator should be trained to conduct or have a designee or consultant conduct a field inspection of the prospective building to assess the building for a general,

functional level of accessibility. The ADA/504 Coordinator could utilize an abbreviated checklist to determine general accessibility of facilities that the County is considering to lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

Selection of Contractors and Contracted Services

Public entities cannot use contract procurement criteria that discriminate against persons with disabilities (28 CFR 35.130(b) (5)). Contractors should be held to the same nondiscrimination rules that apply to County employees.

Findings

No discriminatory or exclusionary practices were evident in the selection of contractors and contracted services.

Recommendations

The County should continue to monitor use of standard agreements and leases by all County departments.

It is recommended that the County consider one or more of these avenues to maintain compliance when contracting for services or when leasing facilities:

- Include ADA/504 compliance requirements in new requests for proposals.
- Review ADA/504 requirements when contracts or leases are negotiated, revised or renewed.

Maintenance of Accessible Features

The ADA requires (35.133) public entities to maintain their accessible features and elements.

Findings

No formal policies or procedures to maintain accessible features were found. There is evidence, however, of maintenance of some accessible features at County sites. The County's 2014 ADA Transition Plan for Public Rights-of-Ways identifies the need for maintenance of accessible pedestrian walkways.

Recommendations

The County should consider developing procedures or policies to maintain accessible features that require general maintenance. A few examples include re-stripping of parking, trimming vegetation or items that interfere with sidewalks, elevators and paths of travel.

Planning and Budgeting for Accessibility

There is not a specific requirement in the ADA/504 for planning and budgeting for barrier removal. There is a requirement for public entities to incorporate a projected schedule for barrier removal into the transition/barrier Removal plan. A County that is budgeting or seeking funds to use for ADA/504 barrier removal and to improve access to programs, services and activities shows intent to implement the barrier removal/transition plan.

Findings

There is evidence that the County of San Luis Obispo is incorporating the removal of barriers to accessibility on an ongoing basis and plans to remove additional barriers to County programs, services and activities.

As mentioned earlier in this report, the County has prepared a twenty (20) year priority matrix for barrier removal that includes 32 groupings. In order to classify barrier removal into a certain grouping, the County considers the "Facility Priority", such as high public use, high use by persons with disabilities and planned remodeling, along with the severity of the barriers from high to low. The groupings correspond with budgeting for the next twenty (20) fiscal years.

Recommendations

The County should develop a method to maintain an ongoing barrier removal implementation plan and document the County's progress, initiatives and funds expended.

It is recommended that the County contract for an independent review of plans, remodeling efforts and new construction for accessibility requirements for the Americans with Disabilities Act Standards (ADA) and Title

24 of the California Building Code. It is important and required that the accessibility barrier removal efforts meet federal and state accessibility codes.

The ADA/504 Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current County of San Luis Obispo ADA/504 Self-Evaluation and Transition Plan.

In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in the area of communication, such as TTY/TDD's and alternate formats.

Opportunities for Input

Title II of the ADA/504 requires opportunity for input into the self-evaluation process by individuals with disabilities, organizations representing individuals with disabilities and other interested individuals.

Findings

The County provided several methods and opportunities for input into the self-evaluation process. Input was collected from within the County's organizational structure through selected interviews, document reviews, selected site assessments and surveys for site administrators. Notices requesting input and the identity of, and contact information for, the ADA/504 Coordinator (Appendix A) were posted at County sites and on the County website.

The content of the notice is included in the public notice section of this Self-evaluation.

Notices with information regarding the rights of individuals with disabilities (Appendix A) are posted at County sites and on the County website.

Notices and postings regarding the ADA Self-evaluation and opportunities have been posted on the County of San Luis Obispo website and at County locations.

The selected survey forms (Appendix B) were available at County sites to afford members of the public an opportunity to provide input. The surveys are made available in alternate formats.

The County began advertising for public input in January of 2017 with a requested response by March 10, 2017. Even though the advertised window for input has closed, the County will continue to welcome comments from residents, employees and visitors at any time.

Surveys for Organizations Representing Individuals with Disabilities

Community organizations representing individuals with disabilities and other interested individuals are provided opportunities for input via phone call, email or written input. Two types of surveys were made available and are contained in Appendix B. Surveys are available for Organizations Representing Individuals with Disabilities or for Facility Users. The option to complete both surveys were available. The surveys include questions regarding contact with County programs, if there were any current complaints or problems, what information or resources the organization could provide that would assist the County and what general guidance or assistance the organization could provide. A full version of the survey is included in Appendix B.

Responses to Surveys for Organizations Representing Individuals with Disabilities

The County received one response to the Survey for Organizations Representing Individuals with Disabilities. The respondent indicated that they are not aware of any complaints or barriers to accessibility and offered training on services for the area elderly to the County. Individual responses are contained in the Appendix.

Surveys for Facility Users

Surveys were made available for facility users to provide input at County locations and on the website. The surveys included questions regarding accessibility, signage, accommodations, and the availability of auxiliary aids and equipment. The survey also asked the respondent to rate the County's attitude towards individuals with disabilities.

Survey questions include:

1. Have you ever requested an accommodation for a disability?
2. Have you experienced any exterior barriers, non-accessible areas, or non-accessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.).
3. Have you experienced any interior barriers, non-accessible areas, or non-accessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.).
4. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
5. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
6. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?
7. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
8. Is there adequate directional and informational signage provided at the facility?
9. Are auxiliary aids, interpreters, and specialized equipment available at the facility?
10. Do you know who to contact to request accommodations for yourself, a relative, or a friend with a disability?
11. Is the attitude of the County of San Luis Obispo (or its employees) towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?

Responses to Surveys by Program and Facility Users

The County received two completed survey in response to their request from program and facility users during the advertised window. A detailed summary of responses is contained in the appendix. Per the responses received, program and facility users have not encountered and are not aware of any barriers to accessibility in the programs in which they have participated, or in the facilities that they have visited. The County will still continue to welcome comments and responses from facility users at any time.

Survey for Program and Site Administrators

Another style of survey that has been used by the County of San Luis Obispo to collect input for the Transition Plan is designed to be used internally by County staff to help evaluate the County's programs, services and activities, as well as gauge the availability of information regarding providing accommodations to facility users who have a disability or request an accommodation.

The Survey for Program and Site Administrators asks for general information regarding the site, programs and hours of operation before requesting specific information from the respondents.

Survey questions include:

- Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site?
- Are you aware of any barriers to program accessibility?
- What would you consider to be the highest priority to make programs, services, activities or events offered by the County more accessible for individuals with disabilities?
- What do you consider to be your highest use facility and your highest use program?
- Do you know who the designated ADA Coordinator is for the County?
- Have you posted and noticed the name and address of the ADA Coordinator?
- Have you posted and noticed the rights afforded individuals with disabilities?
- Do you have access to current County policies, procedures or practices?
- Are grievance procedures or uniform complaint procedures noticed and posted at your site?
- Are accessibility grievance procedures available for employees and members of the public?
- Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities?
- Are assistive listening devices available for individuals with hearing impairments at your site?
- Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site?
- Is your staff trained regarding the use of a TDD/TTY?
- Have you reviewed your website for accessibility for persons with vision impairments?
- Do you have a statement of accommodations in your literature or on public notices?
- Are individuals with disabilities included in, or have an opportunity to participate in, all programs, activities, and services provided by your site?
- Are individuals with disabilities served or located in segregated areas of your facility?
- Do you require persons with disabilities to receive or participate in services at an alternate location?
- Do you provide public transportation for your programs, services or activities?
- Do you offer programs at your site that are not offered at other sites in the County?
- Do you follow a specific procedure or policy for use of the facility by organizations or members of the public?
- Are you aware of any community members or recipients of services with disabilities who utilize your site?
- Have you made accommodations for individuals with disabilities (employees, patrons, members of the public, etc.)?
- Do you have any employees, volunteer or interns with disabilities at your site (if known)?
- Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act?
- Do you have any volunteers or interns?
- If you have volunteers or interns, have they received training on providing services or activities for individuals with disabilities?

- Would you like additional training regarding the Americans with Disabilities Act?
- Does your site offer any exemplary programs or services for individuals with disabilities?
- Have you received any awards or special recognitions regarding programs or services for individuals with disabilities?
- Do you have any construction or remodeling projects currently underway or planned for the next 5 years?
- Do you already have an Accessibility Survey or report for your site or the sites for which you are responsible?

Responses to Survey for Program and Site Administrators

A survey was distributed to the County of San Luis Obispo staff to gauge the current level of knowledge regarding providing ADA accommodations and services to program users and customers of the County. The County received seventeen responses from different County staff. Per the responses received, all respondents answered that they knew who the ADA Coordinator is for the County and correctly identified the staff member as John Schwind. The individual responses from staff are included in the Appendix.

Implementing Compliance Recommendations

The County of San Luis Obispo is demonstrating an ongoing commitment to provide equal access to its programs, services and activities to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts and involvement of the community. The County continues to embrace a concept of full and equal access for all of the people it serves.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the County of San Luis Obispo has continued to prioritize and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

Implementation of the recommendations in the Self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public.

Appendix A - Public Notices and Postings

Public Notice and Posting
County of San Luis Obispo

The County of San Luis Obispo, in keeping with its ongoing efforts to serve all members of the community, is updating its Americans with Disabilities Act (ADA) transition plan and self-evaluation. The accessibility plan provides a comprehensive plan for access for individuals with disabilities to County buildings, sidewalks, programs, services, activities and events.

The County of San Luis Obispo is seeking input from agencies, organizations and individuals with disabilities. As an agency, organization or individual, the value of stakeholder guidance will help to address and prioritize current and future needs. Individuals who would like to provide input are invited to complete a survey, call or email the ADA Coordinator. Surveys are available for organizations that represent individuals with disabilities, patrons, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the County of San Luis Obispo can better serve individuals with disabilities. Surveys can be mailed to you or are available at:

County of San Luis Obispo
1055 Monterey Street
San Luis Obispo, CA 93408

Please contact John Schwind, ADA Coordinator, if you have questions or comments or would like to request a survey in an alternate format.

(805) 781-5959
jschwind@co.slo.ca.us

Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator. The County of San Luis Obispo complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

PUBLIC NOTICE

Americans with Disabilities Act (ADA)

The County of San Luis Obispo is committed to achieving full compliance with the Americans with Disabilities Act.

County of San Luis Obispo **DOES NOT**:

- Deny the benefits of County programs, services and activities to qualified individuals with a disability on the basis of a disability.
- Discriminate on the basis of disability in access to or provision of programs, services, activities of the County, or application for employment or employment to qualified individuals with disabilities.
- Provide separate, unequal or different programs, services or activities, unless the separate or different programs are necessary to ensure that the benefits and services are equally effective.

The County of San Luis Obispo operates its programs so that, when viewed in their entirety, they are readily accessible to or usable by individuals with disabilities.

In accordance with Section 35.106 of the Americans with Disabilities Act, all participants, applicants, organizations and interested individuals are advised and noticed that the ADA Coordinator for the County is:

John Schwind, ADA Coordinator
County of San Luis Obispo
1055 Monterey Street, Ste D-250
San Luis Obispo, CA 93408
Phone: (805) 781-5959
jschwind@co.slo.ca.us



COUNTY OF SAN LUIS OBISPO

ADA PUBLIC NOTICE



In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”) and Section 504 of the Rehabilitation Act (504), the County of San Luis Obispo will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The County of San Luis Obispo does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The County of San Luis Obispo will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the County of San Luis Obispo’ programs, services, and activities.

Modifications to Policies and Procedures: The County of San Luis Obispo will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the County of San Luis Obispo offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the County of San Luis Obispo, should contact the office of the program, service or activity coordinator as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the County of San Luis Obispo to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the County of San Luis Obispo is not accessible to persons with disabilities should be directed to:

John Schwind, ADA Coordinator
County of San Luis Obispo
1055 Monterey Street, Ste D-250
San Luis Obispo, CA 93408
Phone: (805) 781-5959
jschwind@co.slo.ca.us

The County of San Luis Obispo will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Appendix B - Surveys

**County of San Luis Obispo
Survey for Program and Facility Users**



Survey for County of San Luis Obispo Program and Facility Users

The County is seeing input from agencies, organizations and individuals with disabilities to help the County enhance accessibility to its facilities, programs, services and events.

First Name (Optional)

Last Name (Optional)

Date (Optional)

Address (Optional)

Phone (Optional)

E-mail address (Optional)

Name of County of San Luis Obispo Facility or type of Program or Service for which you are providing input.

1. What is your relationship to the County of San Luis Obispo? (check all that apply)

- Resident
- Visitor
- Contractor
- Employee
- Participant of a Program, Service or Activity
- Other

If other please describe.

2. Check all programs, service or activities in which you participate at the facility.

- Classes
- Recreation
- Meetings
- Sporting Events
- Seminars
- Work (Volunteer)
- Work (Employee)
- Other

If other please describe.

3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event?

- Yes
- No

If yes, who would you contact?

4. Have you ever requested an accommodation for a disability from the County?

- Yes
- No
- Not Applicable
- Don't Know

5. If an accommodation was requested, was your accommodation made by the County?

- Yes
- No
- Not Applicable
- Don't Know

If yes, what accommodations were made? If no, were you given a reason why it was not provided?

6. Have you experienced any exterior barriers nonaccessible areas, or nonaccessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.)

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

7. Have you ever experienced any interior barriers, nonaccessible areas, or nonaccessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.)

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

8. Have you attended any special events in the County?

- Yes
- No

If yes, did you encounter any barriers to accessibility?

9. Is accessible seating provided for individuals with disabilities at meetings, classes, programs, etc. held at the facility?

- Yes
- No
- Not Applicable
- Don't Know

If no, please describe.

10. Are you aware of any programs, service or activities that are not accessible to individuals with disabilities?

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

11. Are you aware of any areas or elements of the facility that are not accessible to individuals with disabilities?

- Yes
- No
- Not Applicable
- Don't Know

If yes, please describe.

12. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?)

- Yes
- No
- Not Applicable
- Don't Know

Please describe.

13. Is there adequate directional and informational signage provided at the facility?

- Yes
- No
- Not Applicable
- Don't Know

If no, please describe.

14. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?

- Yes
- No
- Not Applicable
- Don't Know

If no, please describe.

15. Has the attitude of the staff of the County of San Luis Obispo towards you or someone you know with a disability been generally helpful, supportive, positive and proactive in solving accessibility issues?

- Yes
- No
- Not Applicable
- Don't Know

Please describe.

16. Other comments:

17. What do you feel is the highest priority for accessibility in the County of San Luis Obispo Accessibility Plan?

Responses to Surveys by Program and Facility Users

Responses to the survey are contained in the following summary:

1. What is your relationship to the County of San Luis Obispo?
 - Resident and participant of a program, service or activity and Other: Chair, AAA Advisory Council
 - Resident and Participant of a Program, Service or Activity
2. Check all programs, services or activities in which you participate at the facility, site or location.
 - Other (Advocacy)
 - Meetings and Work (Volunteer)
3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, service or event:
 - No
 - Yes, Depends on event or meeting
4. Have you ever requested an accommodation for a disability?
 - No
 - No
5. If an accommodation was requested, was your accommodation made by the County?
 - Not Applicable
 - Not Applicable
6. Have you experienced any exterior barriers, non-accessible areas, or non-accessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, need for assistive listening devices, large print, etc.).
 - No
 - No
7. Have you attended any special events in the County? If yes, did you encounter any barriers to accessibility?
 - Yes
 - Yes, No [did not encounter a barrier]. I don't need special access, but I generally see handicapped parking, ramps and elevators available.
8. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
 - Don't know
 - Yes
9. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
 - Don't know
 - No
10. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?
 - Don't Know
 - No

11. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
 - Don't Know
 - Yes
12. Is there adequate directional and informational signage provided at the facility?
 - Don't Know
 - Yes
13. If you have requested auxiliary aids, an interpreter or specialized equipment, was your request accommodated?
 - Not Applicable
 - Not Applicable
14. Is the attitude of the County of San Luis Obispo towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?
 - Don't Know
 - Don't Know
15. Other comments:
 - (no comments)
 - (no comments)
16. What do you feel is the highest priority for accessibility in the County of San Luis Obispo Accessibility Plan?
 - Housing for seniors
 - Ramps, including street corner ramps vs. curbs

County of San Luis Obispo
Organizational Survey



Americans with Disabilities Act
Survey for Organizations Representing Individuals with Disabilities
County of San Luis Obispo

The County of San Luis Obispo is currently updating its Americans with Disabilities Act Self-Evaluation and Transition/Barrier Removal Plans. In order to enhance access to programs and services for individuals with disabilities, the County of San Luis Obispo is asking for your input.

Name of organization: _____

Address: _____ Contact person: _____

Phone: _____ Position: _____

Name of person completing this form: _____ Today's date: _____

Name of the ADA/504 Coordinator(s) for your organization: _____

The following questions have been developed to determine how organizations and advocacy agencies perceive the County of San Luis Obispo's ability to provide services and accommodations for individuals with disabilities and to ask for input regarding how programs, services and activities can be more accessible for individuals with disabilities.

1. What direct communications have you had with the County of San Luis Obispo to facilitate services and accommodations for individuals with disabilities?
2. Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activities provided by the County of San Luis Obispo?
3. What information or other resources can you supply to help educate or inform the County of San Luis Obispo about your organization and your services for individuals with disabilities?
4. What general guidance, advice or assistance could your organization provide to the County of San Luis Obispo to protect against potential discrimination of individuals with disabilities in its programs, services and activities?
5. What do you feel is the highest priority for the County of San Luis Obispo to improve accessibility for individuals with disabilities?

Please add any additional comments on the back of this survey or attach any additional documents.

Thank you for your input.

Please return this survey to John Schwind, ADA Coordinator, County of San Luis Obispo, 1055 Monterey Street, Ste D-250, San Luis Obispo, CA 93408. Comments can also be made by calling (805) 781-5959, through TTY at 711, or by email at jschwind@co.slo.ca.us.

Responses to Surveys for Organizations Representing Individuals with Disabilities

The County received one response to the Survey for Organizations Representing Individuals with Disabilities. The responses to each of the questions are as follows:

1. What direct communications have you had with the County of San Luis Obispo to facilitate services and accommodations for individuals with disabilities?
 - [None](#)
2. Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activates provided by the County of San Luis Obispo?
 - [Not that I'm aware of](#)
3. What information or other resources can you supply to help educate or inform the County of San Luis Obispo about your organization and your services for individuals with disabilities?
 - [Our senior information guide](#)
4. What general guidance, advice or assistance could your organization provide to the County of San Luis Obispo to protect against potential discrimination of individuals with disabilities?
 - [Presentation on aging, the SLO elderly or elder abuse](#)
5. What do you feel is the highest priority for the County of San Luis Obispo to improve accessibility for individuals with disabilities?
 - [\(no response\)](#)

Survey for Program and Site Administrators

The County of San Luis Obispo is in the process of updating an Americans with Disabilities Act Self-evaluation. This survey has been developed to gather input regarding the County's provision of programs, services and activities for individuals with disabilities. Your assistance in completing this survey is appreciated. If needed, please fill out a separate survey for each program and facility or attach information as needed.

Name of person completing this form and title:	Date
--	------

A. Please list the programs, services, activities and special events for which you are responsible:

B. Are the events, programs or activities for which you are responsible provided at one location or at multiple locations in the County? For example, swimming lessons at several pools:

C. List the location where your office is located:

D. How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)?

E. Hours of operation by program (if applicable):

F. What organizations or groups utilize all or part of your site? (Describe use and location):

G. Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe):

H. Are you aware of any barriers to program accessibility? Please describe:

I. What would you consider to be the highest priority to make programs, services, activities or events offered by the County more accessible for individuals with disabilities?

J. What would you consider to be your highest-use facility (if you have more than one) and your highest-use program or service? (Your answer may be based on anecdotal data if you do not collect quantitative data on users of your facilities, programs or services.)

Please respond to the following questions as it relates to you, or your program or administration.

DK = Don't Know NA = Not Applicable

QUESTION	YES	NO	DK	NA	COMMENTS
1. Do you know who the designated ADA Coordinator is for the County?					If yes, name person:
2. Have you posted and noticed the name and address of the ADA Coordinator?					If yes, where:
3. Have you posted and noticed the rights afforded individuals with disabilities?					If yes, where:
4. Do you have access to current County policies, procedures or practices?					
5. Are grievance procedures or uniform complaint procedures noticed and posted at your site?					If yes, where:
6. Are accessibility grievance procedures available for employees and members of the public?					

County of San Luis Obispo ADA Self-Evaluation and Transition Plan Yearly Update

QUESTION	YES	NO	DK	NA	COMMENTS
7. Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities?					If yes, where:
8. Are assistive listening devices available for individuals with hearing impairments at your site?					If yes, state location, number fixed or portable, and if they are operable:
9. Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site?					If yes, state location, number, and if they are operable:
10. Is your staff trained regarding the use of a TDD/TTY?					If yes, state when and how:
11. Have you reviewed your website for accessibility for persons with vision impairments?					If yes, when:
12. Do you have a statement of accommodations in your literature or on public notices?					
13. Are individuals with disabilities included in, or have an opportunity to participate in, all programs, activities, and services provided by your site?					
14. Are individuals with disabilities served or located in segregated areas of your facility?					
15. Do you require persons with disabilities to receive or participate in services at an alternate location?					If yes, describe:
16. Do you provide public transportation for your programs, services or activities?					If yes, describe transportation and its accessibility:
17. Do you offer programs at your site that are not offered at other sites in the County?					If yes, describe:

County of San Luis Obispo ADA Self-Evaluation and Transition Plan Yearly Update

QUESTION	YES	NO	DK	NA	COMMENTS
18. Do you follow a specific procedure or policy for use of the facility by organizations or members of the public?					If yes, describe:
19. Are you aware of any community members or recipients of services with disabilities who utilize your site?					
20. Have you made accommodations for individuals with disabilities (employees, patrons, members of the public, etc.)?					If yes, describe:
21. Do you have any employees, volunteer or interns with disabilities at your site (if known)?					
22. Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act?					If yes, describe:
23. Do you have any volunteers or interns?					
24. If you have volunteers or interns, have they received training on providing services or activities for individuals with disabilities?					
25. Would you like additional training regarding the Americans with Disabilities Act?					
26. Does your site offer any exemplary programs or services for individuals with disabilities?					If yes, describe:
27. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities?					If yes, describe:
28. Do you have any construction or remodeling projects currently underway or planned for the next 5 years?					If yes, describe:

County of San Luis Obispo ADA Self-Evaluation and Transition Plan Yearly Update

QUESTION	YES	NO	DK	NA	COMMENTS
29. Do you already have an Accessibility Survey or report for your site or the sites for which you are responsible?					If yes, please attach to the survey.
30. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets):					

Additional copies of the survey, in hard copy or electronic format, can be obtained from Disability Access Consultants (DAC) by calling 530-533-3000 or by sending an email request to bthorpe@dac-corp.com.

Please return this survey by [DATE] to
 John Schwind, ADA Coordinator
 County of San Luis Obispo
 1055 Monterey Street, Ste D-250
 San Luis Obispo, CA 93408
 Phone: (805) 781-5959
jschwind@co.slo.ca.us

Or to Barbara Thorpe,
 Disability Access Consultants
 2243 Feather River Boulevard
 Oroville, CA 95965
 or by email to bthorpe@dac-corp.com.

Thank you for your input!

Responses to Surveys for Program and Site Administrators

The individual responses from County staff are summarized as follows:

1. Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals at your site?

- None
- The handicap ramp to the right of the main door at 3556 El Camino Real has a block post in the middle of it which makes it un-assessable; which one individual who was in a wheelchair pointed out. I have sent in two requests to the Home Owners Association ([name and phone number redacted]) and they have not taken any action.
- The wheelchair accessible restroom door is too difficult for people with limited mobility to open and shut without assistance. Although we have a ramp to access our main office space for people in wheelchairs, we do not have adequate access for people with limited mobility who must either walk up staircases or a long ramp.

The parking lot for this facility lacks the capacity for what is needed. Our auditorium can hold up to 69 persons and there is not enough parking to accommodate the staff of this building, not to mention that there are only two designated spots for vehicles of persons with disabilities. For people with limited disability who must park offsite, there is very little neighborhood parking, so the distance from other parking lots to our facility can be a barrier.

- We have had on occasion, complaints about our entrance, however this was just updated to be ADA compliant, with the project being complete the week of July 3rd. 2017.

Also, there have been complaints in the past of the elevator, this also has recently been updated.

No other known complaints.

- No known accessibility complaints
- No known accessibility complaints.
- No
- No
- Not that I am aware of.
- No
- None
- None noted.
- There have been several complaints about the temperature of the office. The office can get quite hot because it is not outfitted with cooling coils for air conditioning. These complaints come from VSO staff, from VTC staff and veteran participants who use our conference room for counseling sessions, from our normal veteran clientele, and from the Mental Health Therapist housed at our main office. The complaints range from statements about simple discomfort to clients that express that the heat aggravates their PTSD.

There have been complaints that the path from the parking lot to the office has a drain that acts as a significant dip and has cracks in the asphalt around the drain that make the path from parking to the entrance difficult.

There was a complaint that the stairs on the building were unacceptable. However, the stairs go to an area of the building that our office is not in. That area also has an entrance that does not require someone to go upstairs to access services.

- No
- Current, none. The most recent request involved the Old Courthouse building's inoperable elevator whereby access to the 3 floors was restricted for those incapable of climbing stairs.
- No
- No

2. Are you aware of any barriers to program accessibility?

- Access to information for hearing and visually impaired people.
- The handicap ramp to the right of the main door at 3556 El Camino Real has a post in the middle of it which makes it un-assessable which one individual who was in a wheelchair pointed out. I have sent in two requests to the Home Owners Association (Mary 423-0876) and they have not taken any action.
- None that we are aware of at this time.
- No
- In regards to inmate's access to vocational, educational and other programs offered one barrier is how they are classified and where they are placed to live inside of the facility. Inside of the jail not all inmates get along and many must be kept separate for their own protection. Due to where the inmate is housed, and how they are classified will determine what if any programs they will be able to receive.
- No known barriers. All patrol operation, dispatch, investigation, administrative, and civil process services are provided in a manner preventing unequal treatment of persons with disabilities. Disabled persons are accommodated on an as-needed basis with an emphasis on resolving accessibility issues. TDD and mobile in-field response are examples of adaptive services utilized by persons with accessibility challenges.
- No
- Limited access to interpretation services
- None that I am aware of.
- Street parking for San Luis Obispo office Monterey street
- No
- There are barriers for those that are hearing or seeing impaired that attend meetings in ITD conference rooms.
- There is definitely an issue with the temperature in the office. There is no air conditioning. The staff become more agitated and irritable when it gets to be 85 degrees in the office and nothing can be done about it. This is also a concern because we serve the elderly, people with mental health issues, and people with physical medical issues. The elderly are very sensitive to extreme temperatures, people with mental health problems like PTSD can be agitated by extreme heat, and those with issues such as diabetes have trouble tolerating high temperatures.

There could potentially be a problem with the temporary cubical walls that make up some of the offices. The doorways have metal bars that go across the entrances into these offices. Some of the clientele are older and tend to drag their feet. There has never been an actual issue, but it could be noted that it could cause tripping.

The parking lot should be fixed. There are deep cracks where walkers, canes, and wheelchair wheels could get stuck and cause an injury. There is also a steep incline leading towards some parking spaces. This incline is preceded by a deep drain.

- Yes, Interpretive presentations should be utilizing open caption, and assisted listening devices. Park reservation program should offer TDD for system users.
 - Barriers noticed include:
 1. Physically disabled individuals having difficulty climbing stairs at Monterey St. entrance to the Courthouse Annex due to lack of signage providing alternate entrances and elevator locations;
 2. Planning and Building Department Permit Center counters do not meet height and length building code requirements for wheelchair accessibility;
 3. Public Works counter does not meet height and length building code requirements for wheelchair accessibility;
 4. On occasion, periodic building maintenance may limit public access to building or meeting space entrances. Clear signage is needed to give direction to alternate entrances and elevators.
 - No
 - No
3. What would you consider to be the highest priority to make programs, services, activities or events offered by the County more accessible for individuals with disabilities?
- Access to information for hearing and visually impaired people.
 - The handicap ramp to the right of the main door at 3556 El Camino Real.
 - Facilities: Accessibility to our offices, restrooms, and parking lots that are accessible for individuals with limited mobility.
 - We do not have any at this time.
 - In regards to individuals with disabilities inside of the jail they are not given access to many of the educational and vocational programs that are offered. Unfortunately, many times they must be kept separate from the rest of the jail population for their own protection. I believe when we have inmates in custody who have disabilities we need to work with our volunteers and providers to ensure they are given access to similar programs as the rest of the jail population.
 - Texting 911 (implementation August 2017) will provide enhanced emergency response services for hearing and/or verbally impaired individuals.
 - Accessible buildings/restrooms, physical access, access to communication and information and having a designated contact for the County.
 - An online reservation system for the Veterans Hall might help those who have difficulty hearing or conversing by phone to make reservations
 - Parking.
 - N/A
 - Larger signs on Toro St. side of the building displaying location of entrance and parking access for individuals with disabilities.

Larger signs on Monterey St. side of the building displaying department name, location of entrance and parking access for individuals with disabilities.
 - The County's new public-facing website is nearly complete and will be ADA compliant.

- The highest priority that our office has is to make the office and our outreach activities and events private and comfortable. The claims process can be a very frustrating one. When this is compounded by an environment that includes intolerable temperatures and a lack of privacy clients, especially those with disabilities, are more likely to become agitated, nervous, and discouraged.
 - Offering equitable and accessible recreation opportunities in all elements offered by county parks.
 - 1. Better signage on Monterey St. side of Courthouse Annex for alternate access routes
 2. Staff training on requirements of Americans with Disabilities Act
 3. Braille signage on outside of Old Courthouse and Courthouse Annex buildings
 4. Easier door entrance into the New Government Center on Higuera St. entrance.
 - Services are delivered to multiple Agricultural customers
 - Our office is not aware of any ADA accessibility issues concerning program access for employees or clients.
4. What would you consider to be your highest-use facility (if you have more than one) and your highest-use program or service? (Your answer may be based on anecdotal data if you do not collect quantitative data on users of your facilities, programs or services.)
- Facility: Public Service Counter and Website; Service: Information and payment of property taxes
 - The Building at 3556 El Camino Real is our highest-use-facility. Adult Level I Treatment is our highest-use level of care.
 - There are several volunteer organizations that utilize our office spaces and auditorium, such as 4-H (of which there are several clubs within this programs that use this facility separately of one another); Master Gardener program; Master Food Preservers; and various county agencies.
 - Public Works highest use facility to the public is our down town office location.
 - Highest Use Facility - The Intake Release Center inside of the San Luis Obispo County Jail. This is the location where every person who is arrested resides until they are released or until they are screened and moved to a different location inside the facility for a longer term stay. This is the main entrance and exit for all staff members and volunteers.

Highest Use Program – Medical treatment. Every individual who comes into custody is screened by a Registered Nurse. Every day multiple inmates are given medication, evaluated by a Registered Nurse or Doctor, and given specific treatment by Medical Staff.
 - Highest Use Facility - Sheriff’s Dispatch Center: responsible for emergency & non-emergency call receipt, assignment and routing; business line answering; law enforcement dispatching services for Sheriff’s Office, Morro Bay Police Department and Arroyo Grande Police Department; medical aid (MedCom) dispatching of ambulance services throughout San Luis Obispo County; after hours point of contact for various County Departments (Animal Services, Health Agency, etc.); countywide emergency planning including nuclear and disaster plan implementation.
 - Adult Probation located at 1730 Bishop Street, SLO.
 - Central Services located at 1087 Santa Rosa Street, First Floor, San Luis Obispo, CA 93408
SLO Vets Hall located at 801 Grand Avenue, San Luis Obispo, CA 93401

- 1055 Monterey St. Recording, Marriage Licenses, Fictitious Business name statements, Board of Supervisor clerking.
- San Luis Obispo
- Not applicable.
- Vendor demonstrations are usually held at the New Government Center.
- Our highest used facility is our main office at the Veterans Memorial Building at 801 Grand Ave., San Luis Obispo, CA 93401. Our highest-use program is Compensation and Pension Claim Filing and Maintenance. Particularly, providing general benefits information and appointment scheduling by the front desk staff is the highest used service in that program. The next highest use service is conducting the claims interviews for those clients for whom an appointment was scheduled because their issue could not be resolved by providing general benefits information.
- Highest Use-Lopez Lake Recreation Area, Highest use program or service: Interpretive hikes and campfire programs.
- Highest volume of use may be found in the Planning and Building Permit Center located at 976 Osos Street, Room 200. This area is trafficked by the public daily between the hours of 8:30 a.m. and 4:30 p.m., followed by the North County Atascadero location.
- SLO office, PUE: Growers/Businesses generally must visit the office 1x per year to obtain permit and/or register. W&M: Labs and front desk for drop off/pick up and registration, CPC Farmers' Market registration.
- Our offices in the New Government Center, Suite D320

5. Do you know who the designated ADA Coordinator is for the County? If yes, name person:

- Yes, John Schwind
- Yes, JOHN SCHWIND.
- Yes, John Schwind
- Yes, John Schwind
- Yes, John Schwind
- Yes, John Schwind

6. Have you posted and noticed the name and address of the ADA Coordinator? If yes, where:

- Yes, Department's Public Service Counter
- Yes, In the staff/printer room and in the front lobby.
- Yes, Lobby & Break Room
- Yes, At our front counter.
- Yes, IRC Lobby, Main Jail Lobby, APS Lobby, APS Breakroom, IRC Mailroom, CT Restroom, IRC Report Room.
- Yes, Public lobby access areas and employee break areas.
- Yes, Lobby of each location.
- Yes, Central Svcs breakroom/front counter
- Don't Know
- No
- Yes, common staff areas on the 3rd and 4th floor
- Yes, CONFERENCE ROOM AND LOBBY AT 801 GRAND AVE.
- No
- Yes, All department breakrooms
- Yes, Breakroom and front office
- Yes, Lobby

7. Have you posted and noticed the rights afforded individuals with disabilities? If yes, where:

- Yes, Department's Public Service Counter
- Yes, In the staff/printer room and in the front lobby.
- Yes, Lobby & Break Room.
- Yes, At our front counter.
- Yes, IRC Lobby, Main Jail Lobby, APS Lobby, APS Breakroom, IRC Mailroom, CT Restroom, IRC Report Room.
- Yes, Public lobby access areas and employee break areas
- Yes, Lobby of each location.
- Yes, Central Svcs breakroom/front counter
- Yes, Break room and lobby.
- No
- Yes, Posted in the Emergency Action Plan on each floor. (3 floors)
- Yes, common staff areas on 3rd and 4th floor
- Don't Know, CONFERENCE ROOM AT 801 GRAND AVE. WE HAVE EEO AND NOTICE TO NOT DISCRIMINATE INCL. NOTICE THAT COUNTY WILL MAKE REASONABLE ACCOMMODATIONS.
- No

- Yes, All department breakrooms; Federal HUD Sect. 504 notices posted in lobbies of New Govt. Ctr., Superior Court, and entry to Planning & Building Department
- Yes, Breakroom and front office
- No

8. Do you have access to current County policies, procedures or practices?

- Yes
- Don't Know
- Yes
- Yes
- Don't Know, WE DO HAVE ACCESS TO OTHER COUNTY POLICIES, PROCEDURES AND PRACTICES BUT COULD NOT FIND MATERIAL ON ADA ASIDE FROM EVACUATION PROCEDURES FOR THOSE WITH DISABILITIES
- No
- Yes
- Yes
- Yes

9. Are grievance procedures or uniform complaint procedures noticed and posted at your site? If yes, where:

- Yes, Department's Public Service Counter
- Yes
- Yes, Lobby & Break Room
- No, Just the contact information on who to contact.
- Yes, IRC Lobby, Main Jail Lobby, APS Lobby, APS Breakroom, IRC Mailroom, CT Restroom, IRC Report Room.
- Yes, Public lobby access areas and employee break areas
- Yes, Lobby of each location.
- Yes, Central Svcs breakroom/front counter
- Don't Know

- No
- Yes, One poster located on each floor
- Yes, common staff areas on 3rd and 4th floor
- Yes, CONFERENCE ROOM AND LOBBY AT 801 GRAND AVE.
- No
- Yes, All department breakrooms
- Yes, Breakroom and front office
- Yes

10. Are accessibility grievance procedures available for employees and members of the public?

- Yes
- Don't Know
- Yes
- Yes
- Yes, CAN COPY & PROVIDE WHEN REQUESTED
- No
- Yes
- Yes
- Yes

11. Do you have emergency evacuation plans posted at your site that includes procedures for individuals with disabilities? If yes, where.

- Yes, 2 Safety boards and 2 breakrooms
- No
- No
- Yes, Right in-side the office door and at our front counter. Also, all staff know to assist any public at our front counter or in the building if needed..
- No
- No

- Yes, Bulletin Board located in Common Area at each location.
- No
- Yes, Our copy central area
- Yes/No, Not in Atascadero Office
- Yes, Included with each emergency action plan posted on each floor and on our department intranet site.
- No
- Yes, NEXT TO FRONT DESK AT 801 GRAND AVE.
- No
- No, County Risk Mgmt. notices do not include accommodations for individuals with disabilities
- Yes, Near back door and first floor auditorium exit – map only – no written procedures
- No

12. Are assistive listening devices available for individuals with hearing impairments at your site? If yes, state location, number fixed or portable, and if they are operable.

- No
- Not Applicable
- No

13. Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site? If yes, state location, number, and if they are operable.

- No
- No
- No

- No
- Yes, One at Main Jail Control, operable.
- Yes, Dispatch Center, 7 total, tied into 9-1-1 System. Operable.
- No
- No
- No
- No
- No
- Don't Know
- Don't Know, THE ONLY HEARING-IMPAIRED RELATED DEVICE WE HAVE IS A TELEPHONE DISPLAYED AND AVAILABLE FOR VETERANS TO EXAMINE THAT CONVERTS TALK INTO TEXT. IT IS IN THE LOBBY, ONE PHONE, NON-OPERABLE. PHONE HAS ISSUES CONNECTING TO WIFI OF OFFICE.
- No
- No
- No
- No

14. Is your staff trained regarding the use of a TDD/TTY? If yes, state when and how.

- No
- No
- No
- Not applicable
- Yes
- Yes, Dispatch personnel trained during new hire training program.
- No
- No
- No
- No.
- No
- Don't Know
- No
- No
- No
- No
- No

15. Have you reviewed your website for accessibility for persons with vision impairments? If yes, when.

- Not Applicable
- Yes, 2017
- No
- Yes, This is being done with the implementation of the new website.
- No
- No
- Yes, June 2017
- Yes, May 2017, in preparation for new County website, third-party website Public Purchase/Surplus not reviewed.
- No
- No
- Not Applicable
- Yes, ITD is currently working on the new public-facing website, which is to include accessibility for those users that are hearing or visually impaired.
- No, UNKNOWN HOW THIS REVIEW OF THE WEBSITE WOULD BE DONE OR HOW TO CONVERT TO BE ACCESSIBLE FOR PERSONS WITH VISION IMPAIRMENTS.
- No
- Yes, Included within recent County-wide webpage redesign
- Yes, With new site reviewed weekly based on Site-Improve report
- Yes, Brand new website, fully ADA compliant

16. Do you have a statement of accommodations in your literature or on public notices?

- Not applicable
- No
- No
- No
- Yes
- Yes
- Yes
- Don't Know
- Don't Know
- No
- No
- No
- No
- No
- No

- Yes, Standard language appears in noticings and most hearing agendas
- No
- Not Applicable

17. Are individuals with disabilities included in, or have an opportunity to participate in, all programs, activities, and services provided by your site?

- Yes
- Yes, We would try to make accommodations.
- Yes
- Yes
- No
- Yes
- Not Applicable
- Yes
- Yes
- Not Applicable
- Yes
- Don't Know
- Yes
- Yes
- Yes
- Yes
- Yes

18. Are individuals with disabilities served or located in segregated areas of your facility?

- Yes, ADA Counter at Public Service Counter
- No
- Yes, Individuals with limited mobility may be unable to access restroom and office spaces.
- No, Just have a lower counter next to the higher counter
- Yes
- No
- Not Applicable
- No
- No
- No
- No
- No
- Don't Know

- No
- No
- No
- No
- No

19. Do you require persons with disabilities to receive or participate in services at an alternate location? If yes, describe.

- No
- No
- No
- No, Just the evaluation that DAC is providing now.
- No
- No
- Not Applicable
- No

20. Do you provide public transportation for your programs, services or activities? If yes, describe transportation and its accessibility.

- No
- Yes, Our vehicles/vans do not have handicap/wheelchair assess ability. We sometimes give out bus passes which do.
- No
- No
- Yes, Transportation to court, hospital, dr. appointments, etc. We have a van which allows transportation of wheelchair bound inmates.
- No
- Not Applicable
- No

- Not Applicable
- No
- No
- No
- Yes, BUSES TO GET TO STAND DOWN EVENTS, BUS STOP OUTSIDE MAIN OFFICE. OTHER THAN THIS THERE IS NO TRANSPORTATION FUNDED OR OFFERED BY THE DEPARTMENT TO TAKE VETERANS TO AND/OR FROM APPOINTMENTS AT THE OFFICE. RIDE-ON OFFERS DISCOUNTED RIDES TO VETERANS
- No
- Not Applicable
- No
- No

21. Do you offer programs at your site that are not offered at other sites in the County? If yes, describe.

- No
- Yes, These services are offered at some of the other clinics.
- Yes
- Yes
- No
- No
- Not Applicable
- Yes
- Not Applicable
- Not Applicable
- Yes, The Child Support Program provides services to assist parents in their mutual obligation to financially support and provide health insurance for their children. The Department of Child Support Services commonly known as DCSS is the local child support enforcement agency.
- No
- Yes, VETERAN'S COMPENSATION AND PENSION CLAIM FILING AND MAINTENANCE, COLLEGE TUITION FEE WAIVER CERTIFICATION
- No
- No
- Yes, W&M sub meter testing and sale inspections
- No

22. Do you follow a specific procedure or policy for use of the facility by organizations or members of the public? If yes, describe.

- No
- Yes, these services are offered at some of the other clinics.

- Yes, We have written procedures on use of the Auditorium.
- Not Applicable
- No
- No
- Not Applicable
- Yes, SLO Vets Hall and Board Chambers and Conference Room reservations have existing procedures.
- Not Applicable
- Not Applicable
- Yes, The public only has access to customer service lobby. Other county department employees, maintenance, consultants, are required to sign in and be escorted at all times by DCSS employees as means to ensure confidentiality of customer information.
- Yes, ITD's offices are not accessible to the public or to non-ITD staff. A visitor badge is given to vendor staff who access the County's Data Center. These vendors are tracked using a check in/out list outside the Data Center.
- No
- Don't Know
- Not Applicable
- Not Applicable, Scheduling of conference rooms during outside agency interviews or other department's meetings.
- Not Applicable

23. Are you aware of any community members or recipients of services with disabilities who utilize your site?

- No
- Yes, members of the public
- Yes
- Yes, We have many RTA riders that purchase bus passes as well as others that do business at our front counter.
- Yes
- No
- No
- No
- Yes
- Yes
- No
- No

- Yes, MANY OF OUR CLIENTS HAVE DISABILITIES. GENERALLY, THAT IS THE REASON THAT OUR CLIENTS SEEK US OUT: TO RECEIVE COMPENSATION FOR DISABILITIES STEMMING FROM THEIR MILITARY SERVICES.
- No
- Yes, Service dogs occasionally accompany members of the public visiting the department
- No
- No

24. Have you made accommodations for individuals with disabilities (employees, patrons, members of the public, etc.)? If yes, describe.

- Yes, ADA Counter, PCs located at the Public Service area that are provided to public and other County departments/agencies
- Yes, We will try and accommodate anyone from access to all the way through our services.
- No
- Yes, We have a lower counter to accommodate the public in wheelchairs. The county has a program to look at work stations for ergonomics and accommodations that we take advantage of. We also have confidential employee accommodation due to temporary and permanent needs.
- Yes, A shower ADA compliant, and a van to transport wheelchair bound inmates. TDD/TTY phone available.
- Yes, Hearing or vocally impaired can utilize TDD service or California Relay. Physically impaired/ disabled can request patrol services direct to their location.
- Yes, Accommodated past employees with temporary and permanent disabilities.
- Don't Know
- Yes
- Yes, ADA Counter in front main lobby
- Yes, Handicap parking available and access to elevator.
- Yes, Our County Counsel representative, David Stotland, was visually impaired. We would arrange to meet him at the building entrance or elevator door and would then escort him to the meeting site.
- Yes, HANDICAP ACCESSIBLE AUTOMATIC DOOR, CHAIRS THAT ARE EASY TO GET IN AND OUT OF, HALLS AND OFFICES WITH CLEARANCE FOR WHEELCHAIRS, HANDICAP SPOTS IN PARKING LOT, HEATING (NO COOLING AC)
- Yes, ADA pool lifts at swimming pools
- Yes, Hearing device provided to hearing impaired employee; push pad on Palm St. entrance; lower counters in P&B Permit Center and Public Works' lobbies; service dogs encouraged to accompany visiting public
- No
- Yes, Our office had a legally blind attorney for a few years.

25. Do you have any employees, volunteer or interns with disabilities at your site (if known)?

- No
- No
- Yes
- Yes
- No
- Yes
- Don't Know
- Yes
- No
- Yes
- No
- Yes
- Yes
- No
- Yes, Two (2) employees
- No, Not that I know of.
- No

26. Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act? If yes, describe.

- Yes, Posted and noticed the rights afforded individuals with disabilities including grievance procedures or uniform complaint procedures– posted in the department’s Public Service area and also emailed to all staff.
- No, We have posted the “Notice Under the American with Disabilities Act” document for staff to read and refer to.
- No
- Yes, General overview of the act and its implications on public service.
- Yes, Posted ADA materials in work areas, discriminatory harassment training. Lexipol policy prohibiting discrimination.
- Yes, Posted ADA materials in work areas, discriminatory harassment training, Lexipol policy prohibiting discrimination.
- Yes
- Yes, Information has been posted and is readily available for employees.
- Yes, Election Staff do an ADA survey for Polling places.
- No
- No
- No

- Yes, ALL INFORMATION RECEIVED BY THE DEPARTMENT FROM RISK MANAGEMENT, PUBLIC WORKS, AND ADA AUDITORS REGARDING ADA IS ADOPTED AND RELAYED TO STAFF.
- No
- No, Only training provided to CASp with P&B Inspections Unit
- No
- No

27. Do you have any volunteers or interns?

- Yes
- No
- Yes
- No
- No
- Yes
- Yes
- Yes
- Yes
- Yes
- No
- Yes

28. If you have volunteers or interns, have they received training on providing services or activities for individuals with disabilities?

- Not Applicable
- (no response)
- No
- No
- Yes
- Yes
- Not Applicable
- Don't Know
- (no response)

- Not Applicable
- No
- Don't Know
- Yes, ALL INFORMATION RECEIVED BY THE DEPARTMENT FROM RISK MANAGEMENT, PUBLIC WORKS, AND ADA AUDITORS REGARDING ADA IS ADOPTED AND RELAYED TO VOLUNTEERS AND INTERNS.
- No
- No
- Not Applicable
- No

29. Would you like additional training regarding the Americans with Disabilities Act?

- Yes
- Yes, What we are required to provide as a public facility—I would like to make sure we have access to everything that we need to serve the public.
- Yes
- Yes
- No
- No
- No
- Yes
- No
- No
- Yes
- Don't Know
- Yes
- Yes
- Yes
- Yes, Would be a good training topic for an all staff meeting in the future
- No

30. Does your site offer any exemplary programs or services for individuals with disabilities? If yes, describe.

- No
- No
- No
- No
- No
- No

- Not Applicable
- No
- Not Applicable
- No
- No
- No
- Yes, OFFICE PARTNERS WITH SEVERAL ORGANIZATIONS TO PROVIDE ACTIVITIES AND PROGRAMS TO VETERANS WITH DISABILITIES INCLUDING BUT NOT LIMITED TO: VETERANS FALCONRY INITIATIVE, PROVIDE MENTAL HEALTH THERAPIST ON-SITE, OPERATION SURF, ETC.
- No
- No
- No
- No

31. Have you received any awards or special recognitions regarding programs or services for individuals with disabilities? If yes, describe.

- No
- No
- No
- No
- No
- No
- Not Applicable
- Don't Know
- Not Applicable
- No
- No
- Don't Know
- No
- No
- No.
- No
- No

32. Do you have any construction or remodeling projects currently underway or planned for the next 5 years? If yes, describe.

- No

- Yes, Hopefully a new handicap ramp. Possibly to remodel the front desk area to utilize the space better.
- Yes, We are getting new carpet for our facility in August/Sept (2017) and after the install we will be doing a small remodeling of the offices
- Yes, We do this for the county, including the ADA transition plan update.
- Yes, New building construction behind the County Jail. Due to be completed in less than two years. The building will be utilized by Medical, Mental Health and Jail Programs.
- Yes, Co-located dispatch center.
- Don't Know, This is a question more appropriately answered by Public Works as they control all upcoming remodeling projects.
- Don't Know
- No
- No
- No
- Don't Know
- Yes, CIP PROJECT TO REMODEL PHYSICAL STRUCTURE OF THE MAIN OFFICE
- Yes, Bob Jones Bike Trail Upgrades; Nipomo Park Playground Upgrades; Nipomo Skate Park; El Chorro Regional Park Upgrades.
- Yes, Remodeling projects based upon staffing and space needs
- Yes
- Yes, Our office is currently adding 2 new work stations and we've just relocated our law library.

33. Do you already have an Accessibility Survey or report for your site or the sites for which you are responsible? If yes, please attach to the survey.

- No
- Yes
- Don't Know
- No
- No
- No.
- Don't Know, Not that the Department is aware of. Public Works would have this information as part of the Facility Needs Assessment reports/surveys.
- Don't Know
- Yes, Polling place surveys are available.
- No
- No
- No
- Yes

- No
- Yes, HUD Sect. 504 Self-Evaluation for Housing Division within Planning and Building Department
- Yes
- No

34. Other Comments

- (no comments)
- None
- Thank you for the opportunity to provide input.
- (no comments)
- I attempted to access some of the documents, policies, and procedures mentioned in this survey. However, I was unable to navigate to any information on county ADA policies via myslo.intra. It would be wonderful if this was information that was easy to find. We are eager to learn how we can better serve our disabled veterans/public users.
- (no comments)
- (no comments)
- (no comments)
- Our office has little contact with the general public because we do not provide our program services for the public at-large.